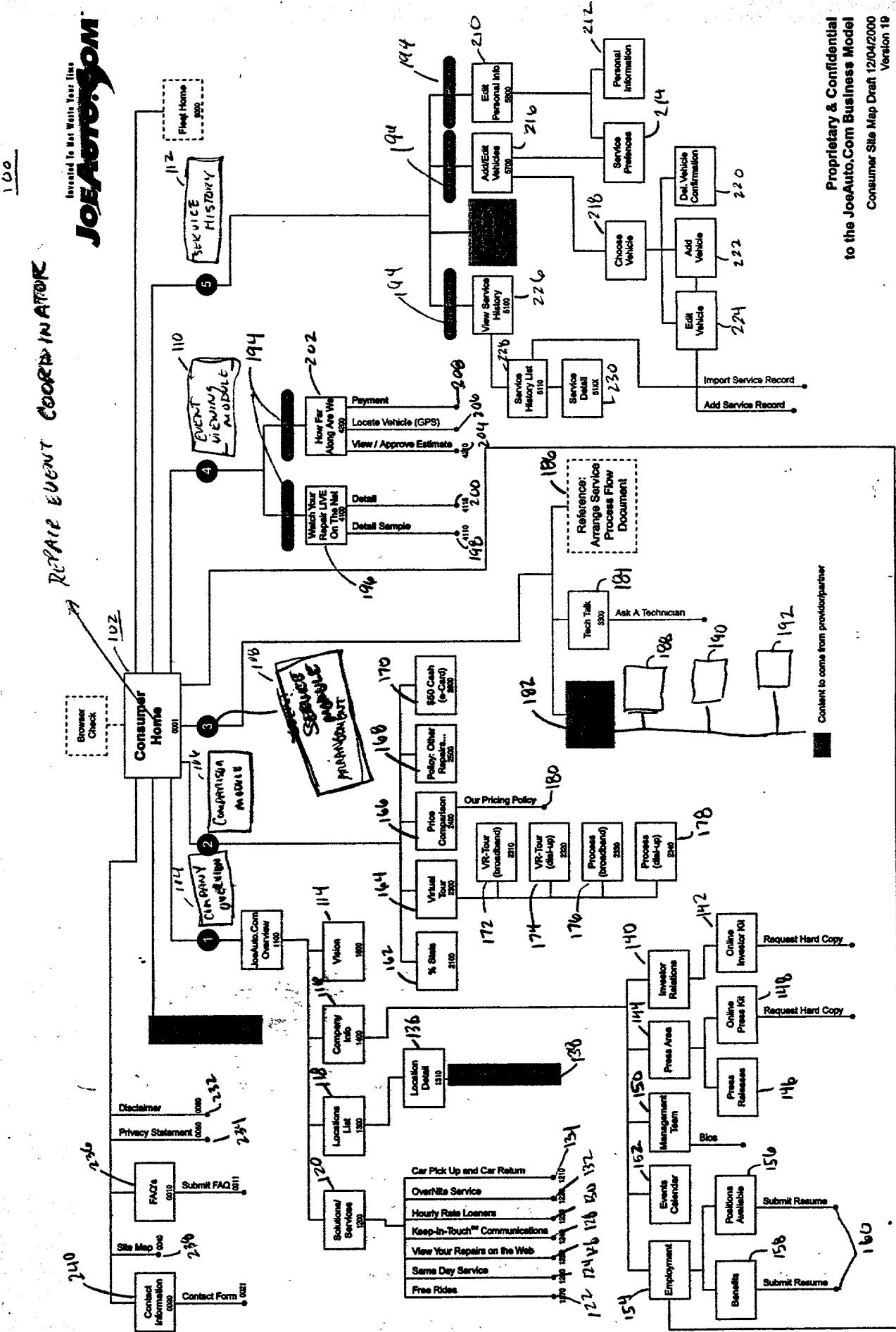


Figure 1



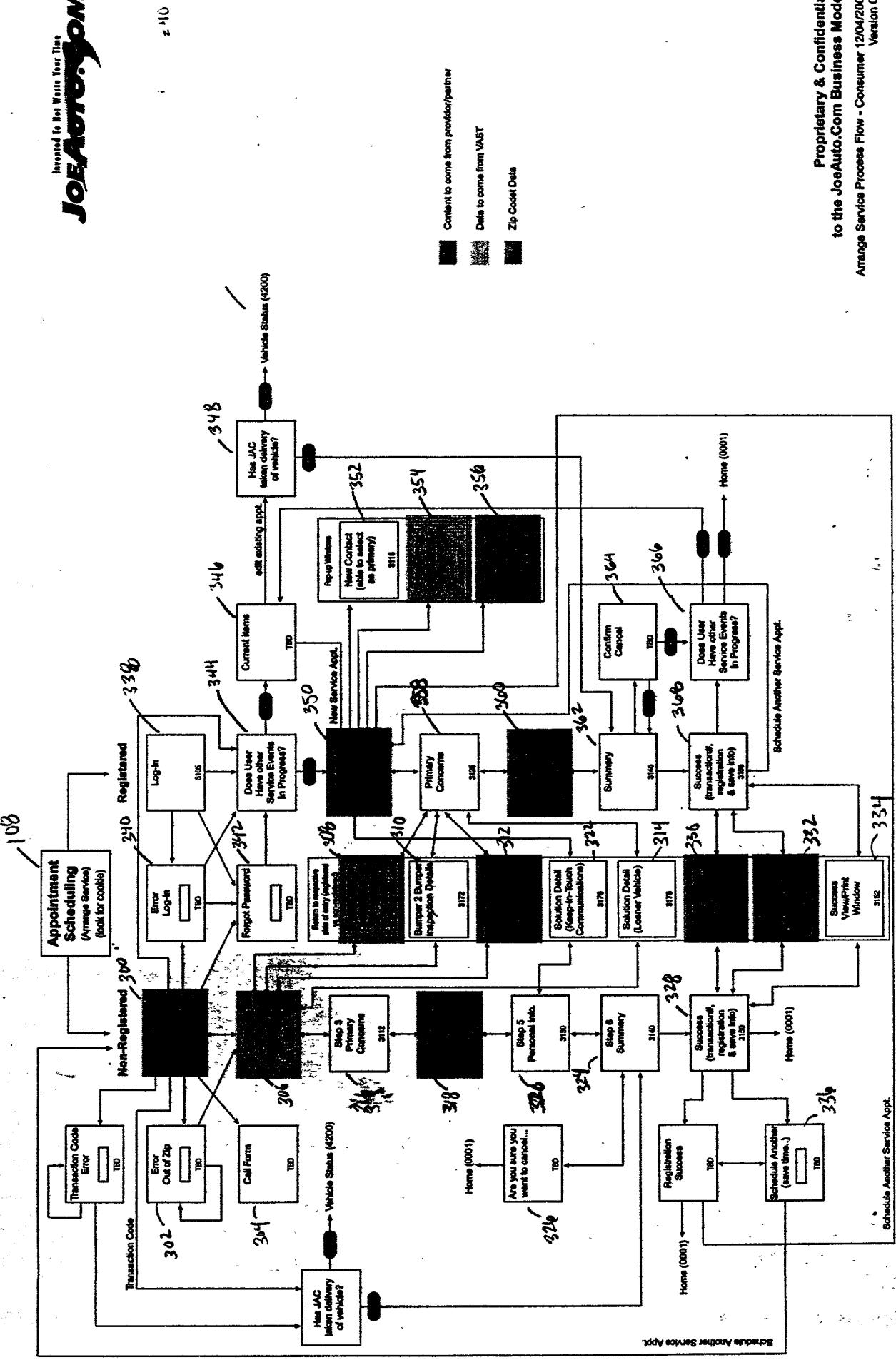


Figure 2

Figure 3

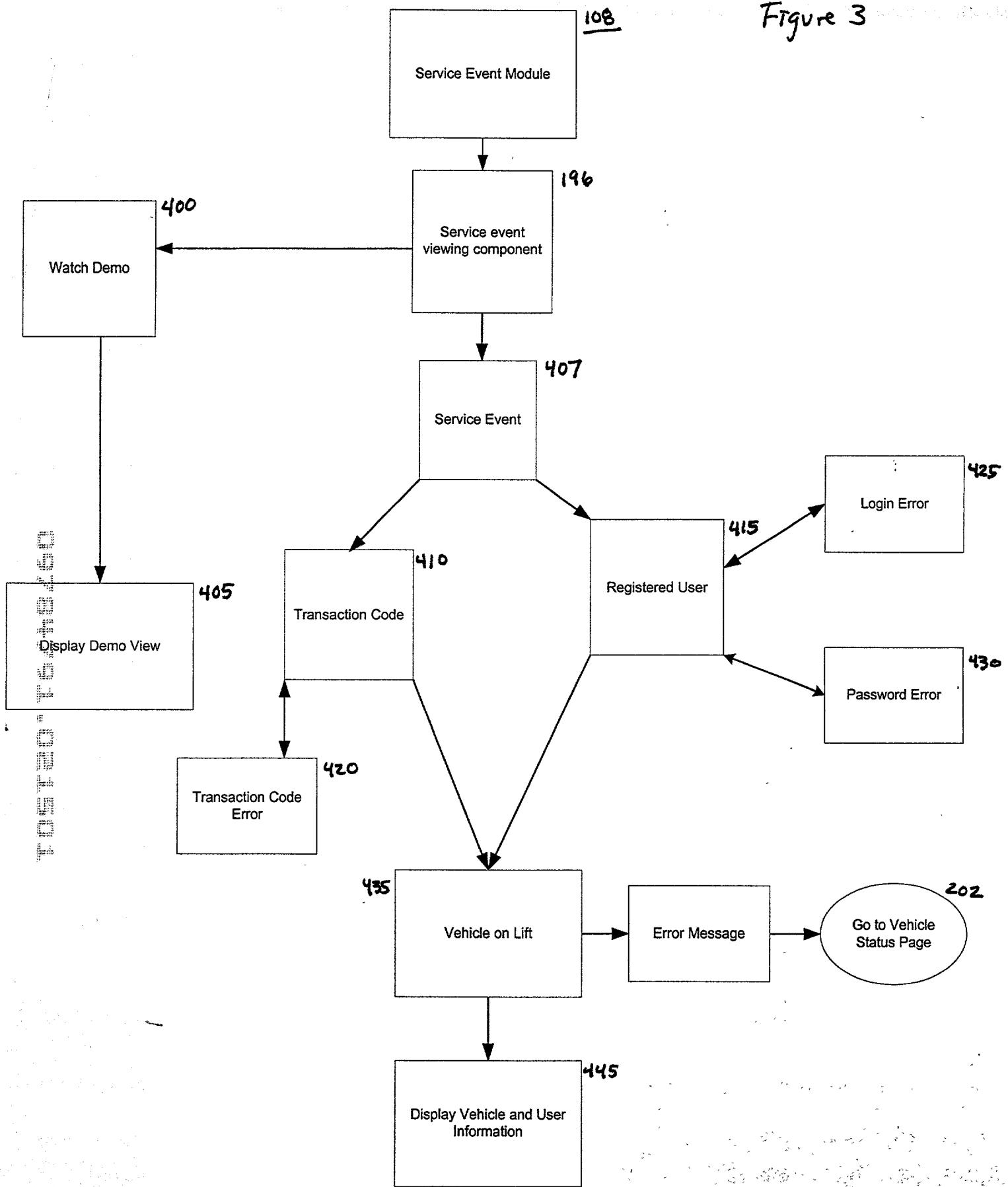


Figure 3b

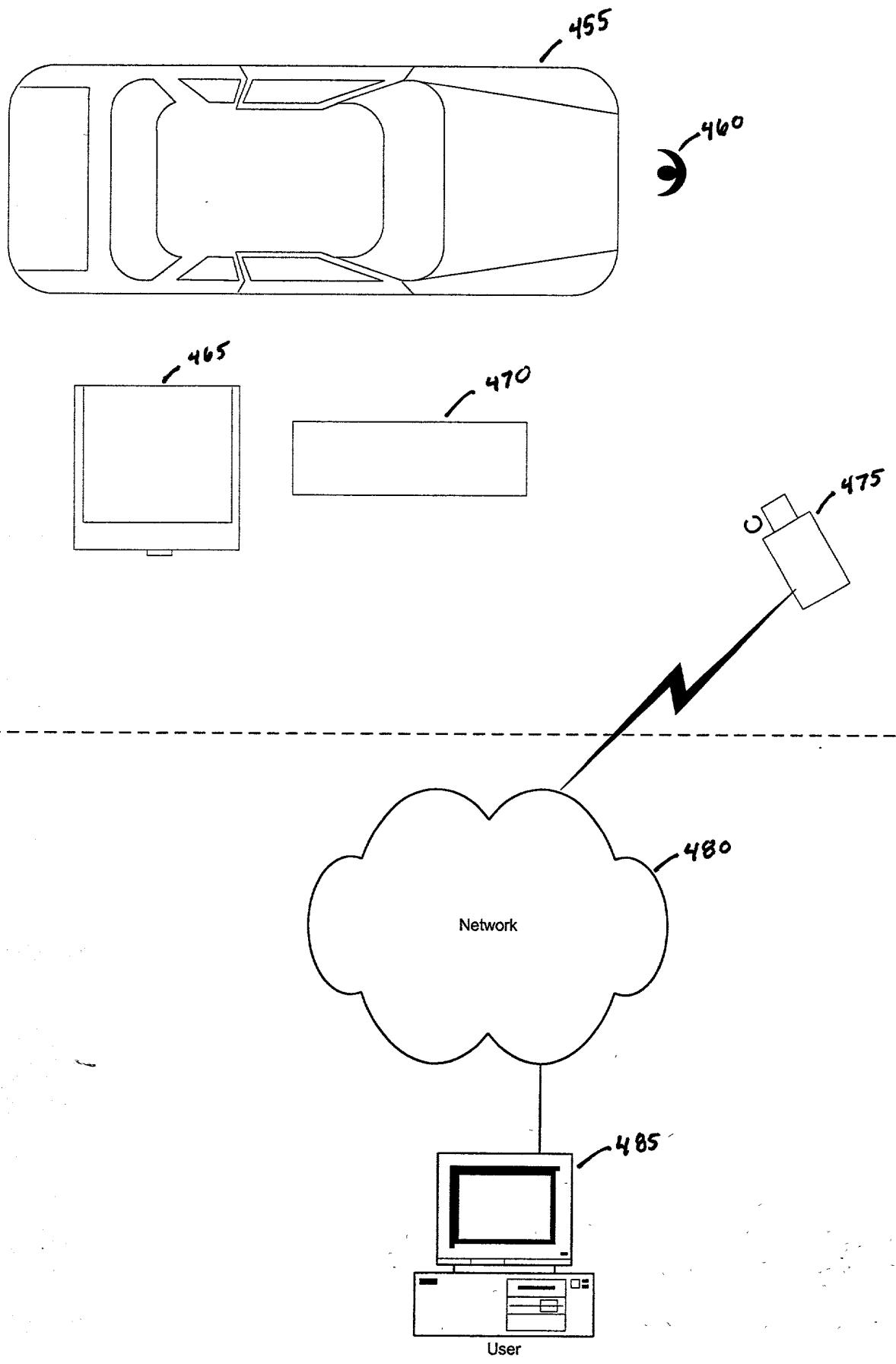


Figure 4

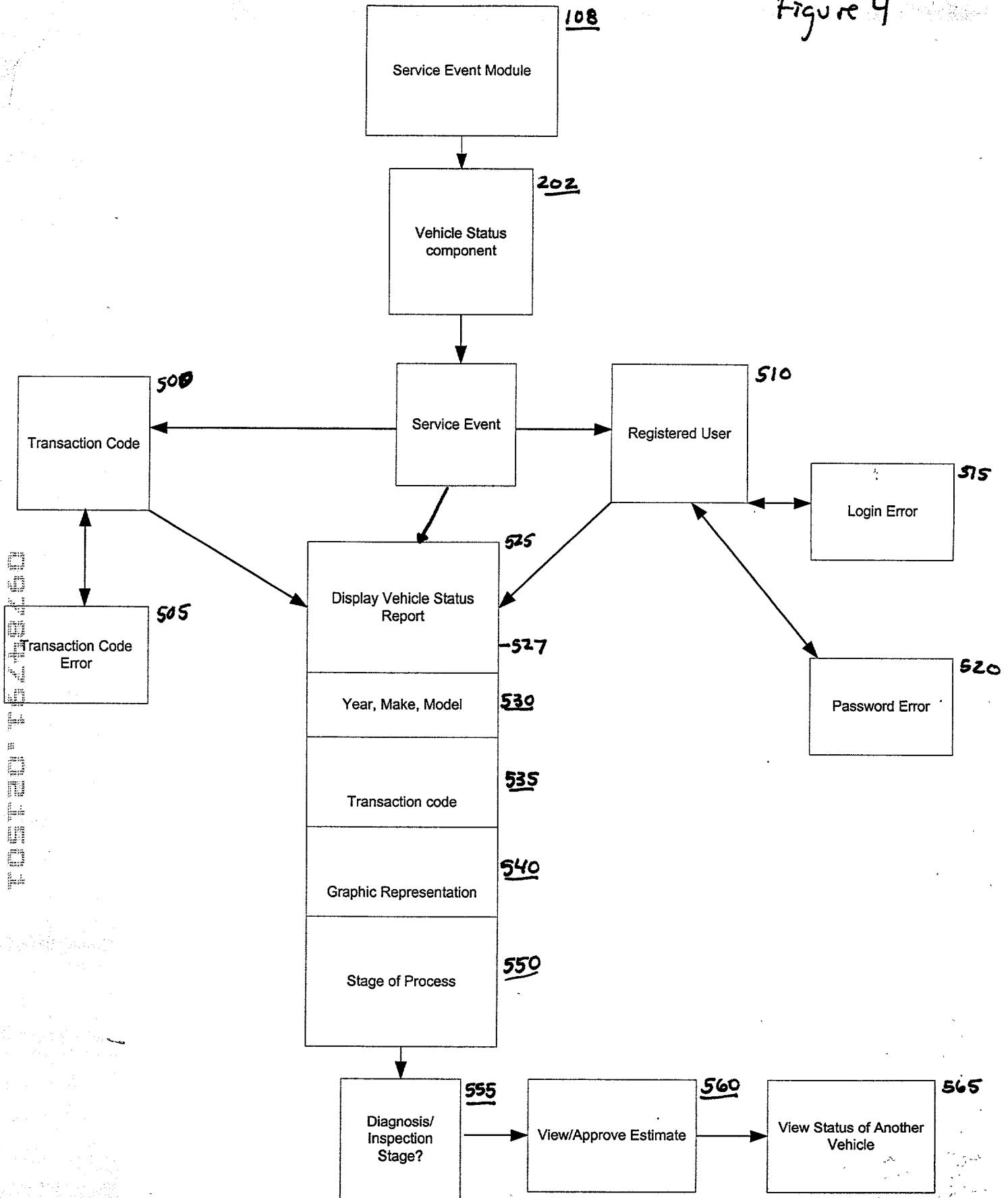


Figure 5

JOEAuto.COM

HOME 0001

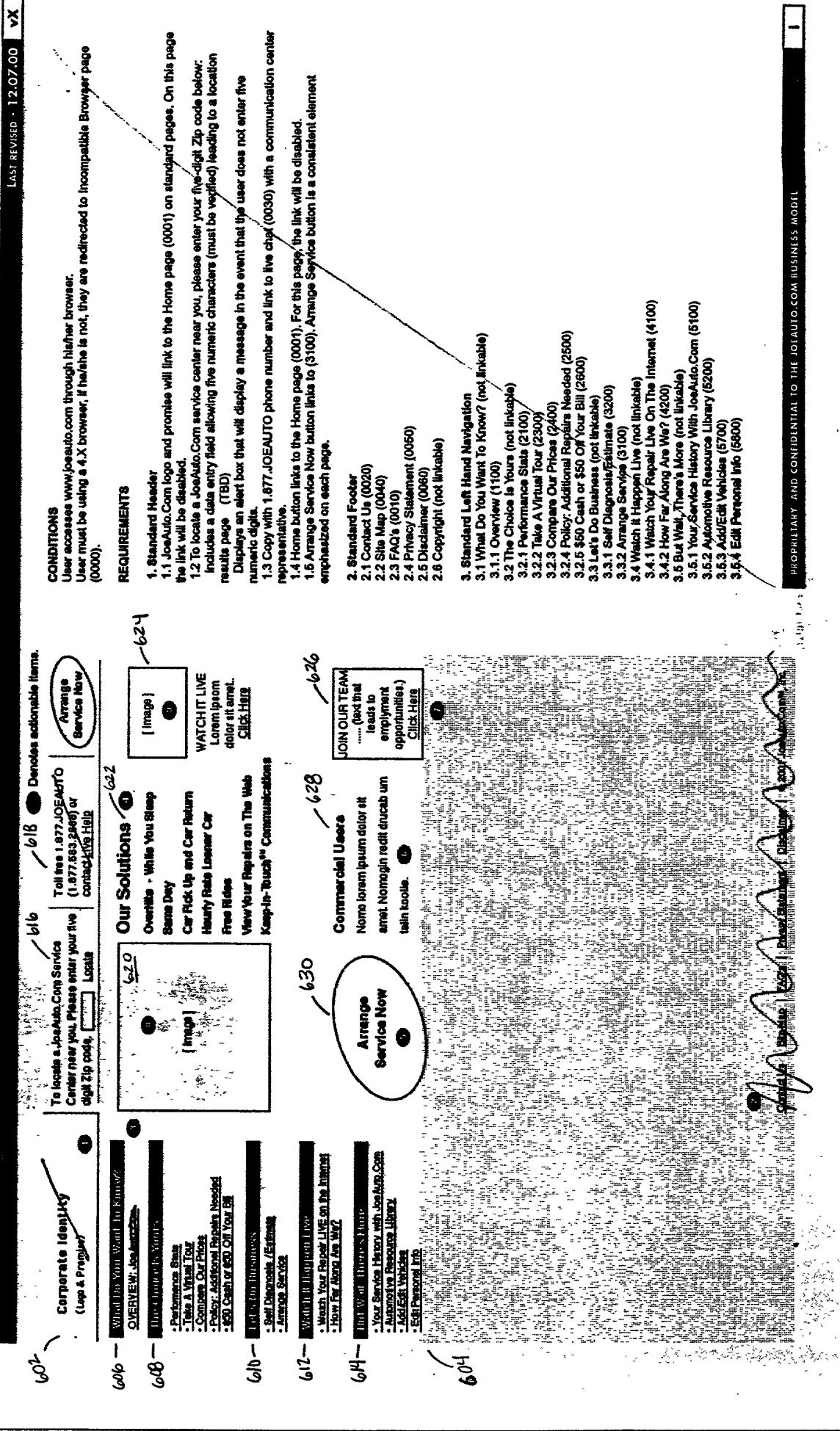


Figure 6

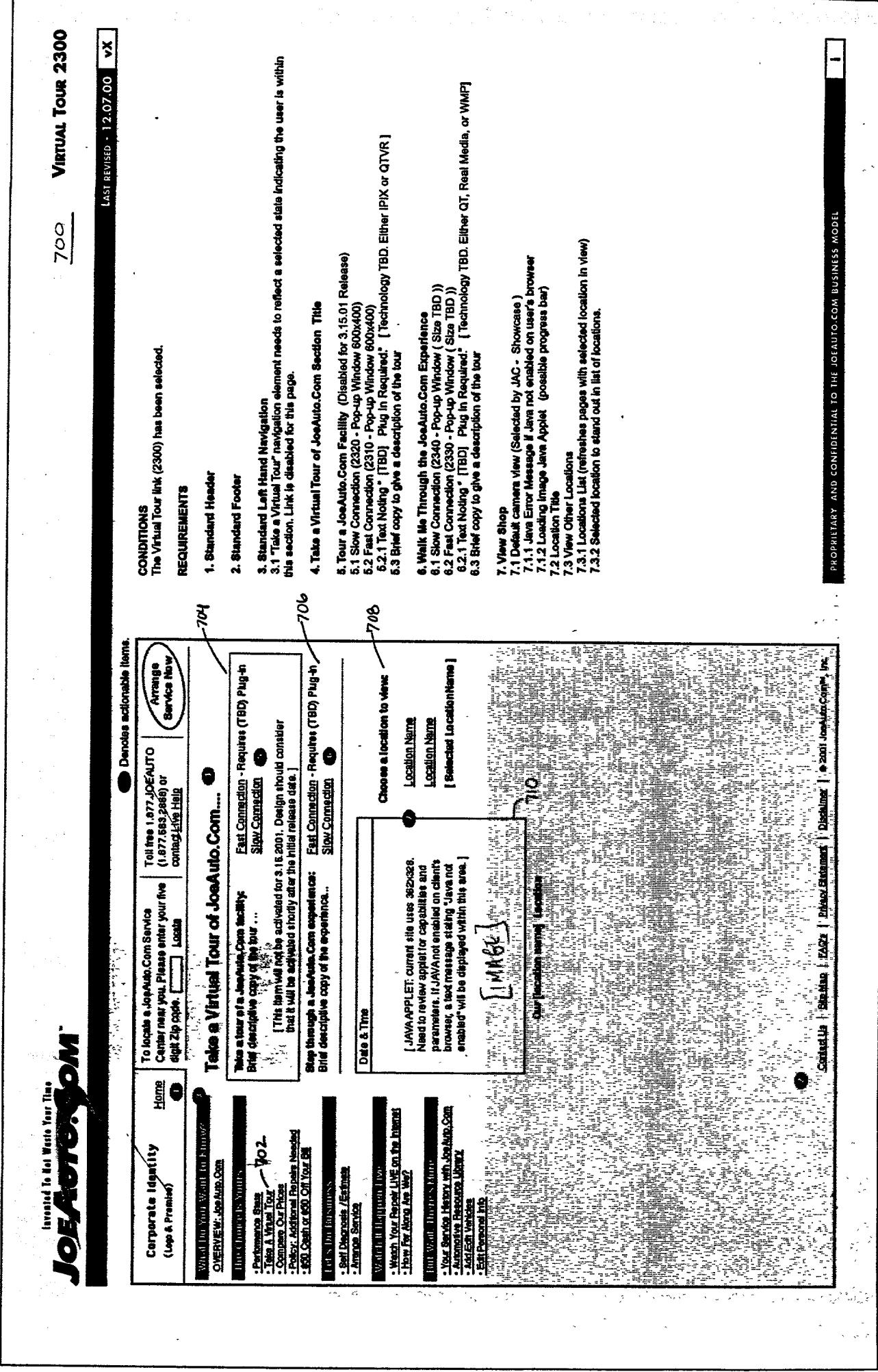


Figure 7

Invent to Net With Your Time
JOEAUTO.COM

PRICE COMPARISON 2400

		LAST REVISED - 12.07.00 vx	
<p>Corporate Identity</p> <p>Home <input checked="" type="checkbox"/> Arrange Services Now <input checked="" type="checkbox"/></p> <p>What do You Want to Purchase?</p> <p>OVERVIEW: JoeAuto.com</p> <p>Our Business Hours</p> <ul style="list-style-type: none"> • Partnership Status: <input checked="" type="checkbox"/> 002 • Take A Virtual Tour: <input checked="" type="checkbox"/> • Compare Our Prices: <input checked="" type="checkbox"/> 804 • Policy: Additional Repairs Needed: <input checked="" type="checkbox"/> • 150 Cent or \$0.00 On Your Job: <input checked="" type="checkbox"/> • Find Your Business: <input checked="" type="checkbox"/> • Sell Diamond / Estimate: <input checked="" type="checkbox"/> • Finance Specials: <input checked="" type="checkbox"/> <p>What do You Want to Purchase?</p> <p>OVERVIEW: JoeAuto.com</p> <p>Our Business Hours</p> <ul style="list-style-type: none"> • Partnership Status: <input checked="" type="checkbox"/> 002 • Take A Virtual Tour: <input checked="" type="checkbox"/> • Compare Our Prices: <input checked="" type="checkbox"/> 804 • Policy: Additional Repairs Needed: <input checked="" type="checkbox"/> • 150 Cent or \$0.00 On Your Job: <input checked="" type="checkbox"/> • Find Your Business: <input checked="" type="checkbox"/> • Sell Diamond / Estimate: <input checked="" type="checkbox"/> • Finance Specials: <input checked="" type="checkbox"/> <p>Compare our Prices... <input checked="" type="checkbox"/></p> <p>Send a Message: <input checked="" type="checkbox"/></p> <p>Choose a City: <input checked="" type="checkbox"/> 804</p> <p>Choose a City: <input checked="" type="checkbox"/></p> <p>Choose a Vehicle: <input checked="" type="checkbox"/> 806</p> <p>Choose a Repair: <input checked="" type="checkbox"/> 808</p> <p>Name: <input checked="" type="checkbox"/> 810</p> <p>Local Dealer: <input checked="" type="checkbox"/> 812</p> <p>Local Dealer: <input checked="" type="checkbox"/> 814</p> <p>National Competitor: <input checked="" type="checkbox"/> 816</p> <p>Your Service History with JOEAUTO.COM</p> <p>Automotive Resource Library: <input checked="" type="checkbox"/></p> <p>JoeAuto Vehicles</p> <p>Edit Personnel Info</p> <p>Find Your Business Home</p> <p>Compare our Prices (2400) link has been selected.</p> <p>CONDITIONS</p> <p>The Compare Our Prices (2400) link has been selected.</p> <p>REQUIREMENTS</p> <ol style="list-style-type: none"> 1. Standard Header 2. Standard Footer 3. Standard Left Hand Navigation 3.1 Compare Our Prices navigation element will be selected indicating that the user is within this section. Link is disabled. 4. Compare our Prices ... 5. Select a market: <ul style="list-style-type: none"> 5.1 Market List Drop Down List (When multiple markets become available) Refresh page upon selection 5.2 Last Updated 5.2.1 Data information was updated Information is updated depending upon which market is selected. 6. Select a sample vehicle: <ul style="list-style-type: none"> 6.1 Vehicle Category (i.e. SUV, Sports Car, etc.) Make and Model in parenthesis Drop Down List Refresh page upon selection 7. Type of job <ul style="list-style-type: none"> 7.1 Sample Job Drop Down List Refresh page upon selection 8. Name 9. Solutions List <ul style="list-style-type: none"> 9.1 Competitor List Show three available local competitors for selected vehicle and market 9.2 JoeAuto 10. Labor <ul style="list-style-type: none"> 10.1 Labor estimate for competitor listed 11. Parts <ul style="list-style-type: none"> 11.1 Parts estimate for competitor listed <p>Proprietary and Confidential to the JOEAUTO.COM BUSINESS MODEL</p>			

Figure 8

Invent to Not Write Your Own
JOEAUTO.COM

ARRANGE SERVICE (NON REGISTERED) 3100

LAST REVISED - 12.07.00 vx

Corporate Identity <input type="radio"/> Home <input checked="" type="radio"/> (Last & Previous) <input type="radio"/> Local		To speak to JoeAuto Service Center <i>Please provide some information about your five digit area code.</i> <input type="text"/> Area Code: <input type="button" value="Search"/>	Toll free 1.877.JOE AUTO Toll free 1.877.JOE AUTO or contact Live Help
Arrange Service Step 1 2 3 4 5 6 Start <p>Tip to communicate a question to the consumer for the purpose of proposing the question "Tell us where you are" or "Where will you be?" or "Are we near either of these choices?" and why we are asking.</p> <p>PLEASE NOTE: It is not necessary to make an appointment to bring your car in for service, but it will....</p> <p>Choose From One of The Following:</p> <ul style="list-style-type: none"> ① I want to try this online thing and arrange to have JoeAuto Pick Up my car. What is the zip code of your vehicle? <input type="text"/> <input type="button" value="Start"/> ② I want to contact our customer care center at 1.877.JOE AUTO (1.877.553.2888). There is no extra charge for picking up at your vehicle. Please be as brief as possible. 			
910 <p>① I want to try this online thing and arrange to have JoeAuto Pick Up my car. What is the zip code of your vehicle? <input type="text"/> <input type="button" value="Start"/></p> <p>② I want to contact our customer care center at 1.877.JOE AUTO (1.877.553.2888). There is no extra charge for picking up at your vehicle. Please be as brief as possible.</p>			
911 <p>① I want to try this online thing and arrange to have JoeAuto Pick Up my car. What is the zip code of your vehicle? <input type="text"/> <input type="button" value="Start"/></p> <p>② I want to contact our customer care center at 1.877.JOE AUTO (1.877.553.2888). There is no extra charge for picking up at your vehicle. Please be as brief as possible.</p>			
912 <p>① I want to try this online thing and arrange to have JoeAuto Pick Up my car. What is the zip code of your vehicle? <input type="text"/> <input type="button" value="Start"/></p> <p>② I want to contact our customer care center at 1.877.JOE AUTO (1.877.553.2888). There is no extra charge for picking up at your vehicle. Please be as brief as possible.</p>			
913 <p>① I want to try this online thing and arrange to have JoeAuto Pick Up my car. What is the zip code of your vehicle? <input type="text"/> <input type="button" value="Start"/></p> <p>② I want to contact our customer care center at 1.877.JOE AUTO (1.877.553.2888). There is no extra charge for picking up at your vehicle. Please be as brief as possible.</p>			
914 <p>① I want to try this online thing and arrange to have JoeAuto Pick Up my car. What is the zip code of your vehicle? <input type="text"/> <input type="button" value="Start"/></p> <p>② I want to contact our customer care center at 1.877.JOE AUTO (1.877.553.2888). There is no extra charge for picking up at your vehicle. Please be as brief as possible.</p>			

- 900**
Dances actionable Name.
- 901**
REMEMBER THIS
- CONDITIONS**
 The Arrange Service (3100) Link has been selected.
- REQUIREMENTS**
1. Standard Header
 2. Standard Footer
 3. Arrange Service Title
 - 3.1 Step Progression Bar – Text to highlight indicating that the user is on step 1 of 6.
 - 3.2 Start
 - 3.3 Instructional copy – Text to communicate a question to the consumer for the purpose of proposing the question "Tell us where you are?" or "Where will you be?" and "Why are we asking?"
 - 3.4 Note copy – Text to communicate that it is not necessary to have an appointment to bring your vehicle in but it is recommended.
 4. Choose from one of the following:
 5. I want to arrange to have JoeAuto pick up my car online.
 - 5.1 Instructional copy
 - 5.2 Zip Code Text Box – This is a required numeric field that is limited to five digits.
 - 5.3 Start Button – When selected this button will validate that the zip code entered in 5.2 is five digits. If there is an error then the page (3100) will refresh, highlighting and describing the error in the form. Upon validation the form will submit to 3110.
 6. I want to arrange a drive in service online.
 - 6.1 Instructional copy
 - 6.2 Zip Code Text Box – This is a required numeric field that is limited to five digits.
 - 6.3 Start Button – When selected this button will validate that the zip code entered in 6.2 is five digits. If there is an error then the page (3100) will refresh, highlighting and describing the error in the form. Upon validation the form will submit to 3110.
 7. Just call me, I'll tell you everything then.
 - 7.1 Instructional copy
 - 7.2 Area Code Text Box – This is a required numeric field that is limited to three digits.
 - 7.3 Phone Number Prefix Text Box – This is a required numeric field that is limited to four digits.
 - 7.4 Phone Number Suffix Text Box – This is a required alphanumeric field that is limited to 255 characters.
 - 7.5 Time Text Box – This is a required alphanumeric field that is limited to 255 characters.
 - 7.6 Name Text Box – This is a required alphanumeric field that is limited to 255 characters.
 - 7.7 Start Button – When selected the page will validate the form in 7 and refresh the page (3100) highlighting and describing any errors in the form. Upon validation the form will send an email to the communication center prompting them to return the call at the entered time and redirect the user to the success page (TBD).
- 902**
- 903**
- 904**
- 905**
- 906**
- 907**
- 908**
- 909**
- 910**
- 911**
- 912**
- 913**
- 914**

ARRANGE SERVICE • STEP 2 (NON REGISTERED) 3110

		LAST REVISED - 12.07.00 vX																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																				
<p>910</p> <p>Denotes actionable items</p> <table border="1"> <tr> <td colspan="2"> Corporate Identity Home <input checked="" type="checkbox"/> (Log & Previous) </td> <td> To locate a JoeAuto Service Center near you, Please enter your 10 digit Zip code. <input type="text"/> <input type="button" value="Locate"/> </td> <td> Toll free 1.877.JOE-AUTO (1.877.538.2868) or contact live Help </td> </tr> <tr> <td colspan="4"> Arrange Service           </td> </tr> <tr> <td colspan="4"> Step 1 2 3 4 5 6 Your vehicle Info... </td> </tr> <tr> <td colspan="4"> Service Center Information The location message you've [Location Name, Street Address, City, State, Zip, Tel Number].  </td> </tr> <tr> <td colspan="4"> I would like to schedule service for... <input type="radio"/> Brake <input type="radio"/> Total <input type="radio"/> Year </td> </tr> <tr> <td colspan="4"> I'm unsure of the specifics... </td> </tr> <tr> <td colspan="4"> Is your car in safe drivable condition? <input type="radio"/> Yes - there is no charge to pick up or drop off... <input type="radio"/> No. I am willing to pay the \$market specific towing fee. <input type="radio"/> Yes, but I would like it transported on a carrier anyway. I realize there is a \$market specific towing fee. </td> </tr> <tr> <td colspan="4"> Note: This question only appears if the user requests drive in service. </td> </tr> <tr> <td colspan="4"> 911 </td> </tr> <tr> <td colspan="4"> 912 </td> </tr> <tr> <td colspan="4"> 913 </td> </tr> <tr> <td colspan="4"> 914 </td> </tr> <tr> <td colspan="4"> 915 </td> </tr> <tr> <td colspan="4"> 916 </td> </tr> <tr> <td colspan="4"> 917 </td> </tr> <tr> <td colspan="4"> 918 </td> </tr> <tr> <td colspan="4"> 919 </td> </tr> <tr> <td colspan="4"> 920 </td> </tr> <tr> <td colspan="4"> 921 </td> </tr> <tr> <td colspan="4"> 922 </td> </tr> <tr> <td colspan="4"> 923 </td> </tr> <tr> <td colspan="4"> 924 </td> </tr> <tr> <td colspan="4"> 925 </td> </tr> <tr> <td colspan="4"> 926 </td> </tr> <tr> <td colspan="4"> 927 </td> </tr> <tr> <td colspan="4"> 928 </td> </tr> <tr> <td colspan="4"> 929 </td> </tr> <tr> <td colspan="4"> 930 </td> </tr> <tr> <td colspan="4"> 931 </td> </tr> <tr> <td colspan="4"> 932 </td> 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<td colspan="4"> 959 </td> </tr> <tr> <td colspan="4"> 960 </td> </tr> <tr> <td colspan="4"> 961 </td> </tr> <tr> <td colspan="4"> 962 </td> </tr> <tr> <td colspan="4"> 963 </td> </tr> <tr> <td colspan="4"> 964 </td> </tr> <tr> <td colspan="4"> 965 </td> </tr> <tr> <td colspan="4"> 966 </td> </tr> <tr> <td colspan="4"> 967 </td> </tr> <tr> <td colspan="4"> 968 </td> </tr> <tr> <td colspan="4"> 969 </td> </tr> <tr> <td colspan="4"> 970 </td> </tr> <tr> <td colspan="4"> 971 </td> </tr> <tr> <td colspan="4"> 972 </td> </tr> <tr> <td colspan="4"> 973 </td> </tr> <tr> <td colspan="4"> 974 </td> </tr> <tr> <td colspan="4"> 975 </td> </tr> <tr> <td colspan="4"> 976 </td> </tr> <tr> <td colspan="4"> 977 </td> </tr> <tr> <td colspan="4"> 978 </td> </tr> <tr> <td colspan="4"> 979 </td> </tr> <tr> <td colspan="4"> 980 </td> </tr> <tr> <td colspan="4"> 981 </td> </tr> <tr> <td colspan="4"> 982 </td> </tr> <tr> <td colspan="4"> 983 </td> </tr> <tr> <td colspan="4"> 984 </td> </tr> <tr> <td 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colspan="4"> 990 </td> </tr> <tr> <td colspan="4"> 991 </td> </tr> <tr> <td colspan="4"> 992 </td> </tr> <tr> <td colspan="4"> 993 </td> </tr> <tr> <td colspan="4"> 994 </td> </tr> <tr> <td colspan="4"> 995 </td> </tr> <tr> <td colspan="4"> 996 </td> </tr> <tr> <td colspan="4"> 997 </td> </tr> <tr> <td colspan="4"> 998 </td> </tr> <tr> <td colspan="4"> 999 </td> </tr> </table>			Corporate Identity Home <input checked="" type="checkbox"/> (Log & Previous)		To locate a JoeAuto Service Center near you, Please enter your 10 digit Zip code. <input type="text"/> <input type="button" value="Locate"/>	Toll free 1.877.JOE-AUTO (1.877.538.2868) or contact live Help	Arrange Service          				Step 1 2 3 4 5 6 Your vehicle Info...				Service Center Information The location message you've [Location Name, Street Address, City, State, Zip, Tel Number]. 				I would like to schedule service for... <input type="radio"/> Brake <input type="radio"/> Total <input type="radio"/> Year				I'm unsure of the specifics...				Is your car in safe drivable condition? <input type="radio"/> Yes - there is no charge to pick up or drop off... <input type="radio"/> No. I am willing to pay the \$market specific towing fee. <input type="radio"/> Yes, but I would like it transported on a carrier anyway. I realize there is a \$market specific towing fee.				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Figure 10

Invent To Not Waste Your Time
JOE-AUTO.COM

ARRANGE SERVICE - STEP 3 (NON REGISTERED) 3112

<p>LAST REVISED - 12.07.00 vx</p> <p>Denote actionable items.</p>	<p>932 CONDITIONS The user has completed steps 1 and 2 in the Arrange Service process.</p> <p>REQUIREMENTS</p> <ol style="list-style-type: none"> 1. Standard Header 2. Standard Footer 3. Arrange Service Title 4. Fine Form Service Description – This section is required if the user does not choose to utilize section 5. 4.1 Descriptive copy 4.2 Self Diagnostic Tool (3200) 4.2.1 Descriptive copy 4.3 Description Text Box – This field is a "memo sized" alphanumeric field. 5. Assisted Service Description – This section is required if the user does not choose to utilize section 4. 5.1 Descriptive copy 5.2 Service Line Item – When there is no line item then add some instructional copy telling the user to click the add button to add a service item 5.2.1 Edit Button (3117) – When this button is selected it triggers a pop-up window with the fields populated for editing. 5.2.2 Delete Button – When selected this button is selected it triggers a pop-up confirmation window with a cancel and an accept button. If the user selects the accept button then the page (3120) is refreshed with the line item deleted else the confirmation window closes and the screen remains the same. 5.2.3 Item Number – This is a counter that increments with each line item. 5.2.4 Problem Area – This field is based upon the fields that the user selected inside the symptoms window. 5.2.5 Symptom – This field is based upon the fields that the user selected inside the symptoms window. 5.2.6 Details – This field is based upon the fields that the user selected inside the symptoms window. 5.2.7 Estimate – This field is based upon the service requested and the market specific rate for that service. 5.2.8 Add Button (3170) – Selection of the Add Button causes a pop-up window to open. 6. Bumper to Bumper Inspection – One of the options in this section are required. 6.1 Descriptive copy 6.2 Yes Radio Button 6.3 No Radio Button 7. Head Help 7.1 Instructional copy 	<p>PROPRIETARY AND CONFIDENTIAL TO THE JOEAUTO.COM BUSINESS MODEL</p>
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Figure 11

Corporate Identity (Logo & Promise)		To locate a Joe Auto Service Center near you. Please enter your five digit zip code.	Toll free 1-877-JOE-AUTO (1-877-563-2886) or contact Live Help
<p align="center">950 \ Arrange Service ① Step 1 2 3 ④ 5 6 What time... ②</p> <p align="center">952 — Location Times available for [Location Name, Street Address, City, State, Zip, Tel Number].</p> <p align="center">Typically vehicles received by JoeAuto before 1:00 pm are returned the same day before 6:30 pm....</p>			
<p align="center">951 — states to reflect available, some available (select soon), not available</p> <p align="center">Same Day</p>			
<p align="center">953 — 6:30 am</p> <p align="center">1:00 pm</p> <p align="center">1:30 pm</p> <p align="center">1:56 pm</p>			
<p align="center">Select a TIME will advance this screen</p> <p align="center">earlier</p>			
<p align="center">954 — Options</p> <p align="center">earlier</p>			
<p align="right">Previous Next</p> <p align="right">1 2 3 4 5 6</p> <p align="right">2</p>			
<p align="right">Status Demo Face Photo Signature</p>			

Denotes actionable items.

q48 CONDITIONS
The user has completed steps 1, 2 and 3 in the Arrange Service process.

REQUIREMENTS

1. Standard Header

2. Standard Footer

3. Arrange Service Title

3.1 Step Progression Bar – Step 4 is highlighted indicating that the user is on step 4 of 6.
3.2 What Time

4. Location Schedule

4.1 Descriptive copy
4.2 Location Information – This information is based upon the zip code that the user entered in step 1 and is pulled from a Locations database.

4.2.1 Location Name

4.2.2 Street Address

4.2.3 City

4.2.4 State

4.2.5 Zip Code

4.2.6 Communication Center Telephone Number

5. Descartes Scheduling Tool

5.1 Instructive Copy
5.2 Descartes Scheduler – This tool displays the schedule for the next seven days in thirty-minute intervals (similar to www.webvan.com scheduling tool). The times slot graphic changes colors depending upon the availability of that time slot (i.e. Available, Going Fast, Gone). The background of the scheduling tool changes depending upon the turn around qualifications (i.e. Same Day, OverNight), for that time slot. The user selects the time slot that they wish to schedule an event for by clicking on that image causing the form to submit to 3130 with that time marked as the desired time. If the user is returning to this screen by using the previous button or edit button then the image marking the time that was previously selected has changed to note that this time has already been reserved for the user.

6. Need Help

6.1 Instructional copy

7. Previous Button – Selection of this button links to 3112 with the information populated that was entered in step 3.

8. Next Button – This button is only visible if the user is returning to this screen and has previously reserved a time. Selection of this button causes the form is submitted to 3130.

NOTES

- If the user has not complete steps 1, 2 and 3 in the Arrange Service process than the user will be redirected to 3100.

Figure 12

Denotes actionable items.	
Step 1 2 3 4 5 6 Your Information...	
Arrange Service	
Tell us about yourself... Not I'm a Gemini with a full moon rising :)	
q64	Salutation <input type="text"/> First Name <input type="text"/> Last Name <input type="text"/> Where can we call you during your repairs? e-Mail <input type="text"/>
q65	Primary <input type="text"/> Alternate <input type="text"/>
q66	Would you like a loaner mobile phone at no extra charge so that we may contact...? Details <input checked="" type="radio"/> Yes <input type="radio"/> No
q67	Uh... where are we going? Where are we picking up your vehicle? Note: This question only appears if the user requests pick up service
q68	City, State, Zip If you anticipate having your vehicle returned to a different address than the return air picking up from, you may enter the new address here. New Car Return Area
q69	Pick Up Address If you anticipate having your vehicle returned to a different address than the return air picking up from, you may enter the new address here. New Car Return Area
q70	If you anticipate having your vehicle returned to a different address than the return air picking up from, you may enter the new address here. New Car Return Area
q71	If you anticipate having your vehicle returned to a different address than the return air picking up from, you may enter the new address here. New Car Return Area
q72	Street Address <input type="text"/> Street Address <input type="text"/>
q73	City, State, Zip If you anticipate having your vehicle returned to a different address than the return air picking up from, you may enter the new address here. New Car Return Area
q74	Zip Zip Zip
q75	Click Here to contact our customer care center at 1-877-JOEAUTO (1-877-5632868) Previous <input type="button"/> Next <input type="button"/>
q76	Click Here to validate this link will cause a pop-up window.

1.62 Conditions The user has completed steps 1, 2, 3 and 4 in the Arrange Service process.	
Requirements	
1. Standard Header	
2. Standard Footer	
3. Arrange Service Title	
3.1 Step Progression Bar – Step 5 is highlighted indicating that the user is on step 5 of 6.	
3.2 Personal Information	
4. Name	
4.1 Salutation Drop Down Box	
4.2 First Name Text Box – This is a required alphanumeric field that is limited to 255 characters.	
4.3 Last Name Text Box – This is a required alphanumeric field that is limited to 255 characters.	
5. Contact Information	
5.1 Primary Phone Number – This is a required section.	
5.1.1 Area Code Text Box – This is a numeric field that is limited to 3 digits.	
5.1.2 Prefix Text Box – This is a numeric field that is limited to 3 digits.	
5.1.3 Suffix Text Box – This is a numeric field that is limited to 4 digits.	
5.2 Alternate Phone Number	
5.2.1 Area Code Text Box – This is a numeric field that is limited to 3 digits.	
5.2.2 Prefix Text Box – This is a numeric field that is limited to 3 digits.	
5.2.3 Suffix Text Box – This is a numeric field that is limited to 4 digits.	
5.3 E-Mail Address Text Box – This is a required alphanumeric field that is limited to 255 characters. This field needs to follow the standard email address format (i.e. username@url.domain).	
6. Loaner Mobile Phone – One option in this section is required.	
6.1 Descriptive copy	
6.2 Details (376)	
6.3 Yes Radio Button	
6.4 No Radio Button	
7. Pick Up Address	
7.1 Descriptive copy	
7.2 Street Address 1 Text Box – This is a required alphanumeric field that is limited to 265 characters.	
7.3 Street Address 2 Text Box – This is an alphanumeric field that is limited to 255 characters.	
7.4 City – This is populated from the Zip Code database based upon the zip code that the user has entered.	
7.5 State – This is populated from the Zip Code database based upon the zip code that the user has entered.	
7.6 Zip – This is the zip code that the user entered in step 1.	
7.7 Return Address	
7.7.1 Descriptive/instructive copy	
7.7.2 Click Here (TBD) to validate – Selecting this link will cause a pop-up window.	
8. Special Instructions	



ARRANGE SERVICE - STEP 6 (NON REGISTERED) 3140

LAST REVISED - 12.07.00

卷之三

Corporate Identity (Logo & Promise)		To locate a Joe-Auto Service Center near you. Please enter your five digit Zip code.	Toll free 1-877-JOE-AUTO (1-877-563-2868) or contact Live Help
<p>984 — Arrange Service</p> <p>Step 1 2 3 4 5 ⑥ Summary</p>			
986	Contact information: (Name & Tel.)	(Title) (first name) (last name) (primary tel.), (secondary tel.), (e-mail) <input type="button" value="edit"/>	
987	Scheduled (DRIVE IN / PICK UP) service for:	(year) (make) (model) <input type="button" value="edit"/>	
990	From this address:	(street address), (street address line 2), (city) (state) (zip) <input type="button" value="edit"/>	
992	At this time:	(scheduled time) <input type="button" value="edit"/>	
994	At our (STORE NAME) Service Center:	(street address), (street address line 2), (city) (state) (zip) NOTE: Directions are accessible from the following screen. <input type="button" value="edit"/>	
995	To do this:	(Service item 1) (Known dollar amount) (Service item 2) (Known dollar amount) (Service item 3) (Known dollar amount) Sub total: (Known dollar amount) Tax (not incl.) (Known dollar amount) Total: (Known dollar amount) <input type="button" value="edit"/>	
998	998 — Keep In Touch Communications (nearest phone) <p>① Have my vehicle's phone number? <input checked="" type="radio"/> Yes <input type="radio"/> No In order to qualify for additional rate discounts, you must be at least 21 years of age, have a valid US driver's license, have mandatory liability coverage on the car, and be able to show your driver's license and proof of registration to Joe-Auto Company.</p>		
1000	<p>② Log on. Please log on in Step 1 to set up a new Internet profile which will allow you to view your car buying history, view your transaction history, and receive promotional offers and information from Joe-Auto. You can also log on to check the status of your current service appointment and make changes to it if necessary. Visit us online at www.joeauto.com.</p> <p>③ Need help? Contact our customer care center at 1-877-JOE-AUTO (1-877-563-2868).</p>		
		<input type="button" value="P02"/> <input type="button" value="P03"/> <input type="button" value="P04"/> <input type="button" value="P05"/>	<input type="button" value="Cancel"/> <input type="button" value="Previous"/> <input type="button" value="Next"/> <input type="button" value="Confirm My Visit"/>

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ARRANGE SERVICE - SUCCESS (NON REGISTERED) 3150

LAST REVISED - 12.07.00 vx

1008		Denotes actionable items.	
Corporate Identity (Logo & Promise)	To locate a JoeAuto Service Center near you. Please enter your five digit Zip code. <input type="button" value="Locate"/>	Toll free 1.877.JOEAUTO (1.877.563.2868) or contact live Help	CONDITIONS The user has completed all the steps in the Arrange Service process.
REQUIREMENTS			
<ol style="list-style-type: none"> 1. Standard Header 2. Standard Footer 3. Appointment Confirmation <ul style="list-style-type: none"> 3.1 Transaction Code – This is a unique random alphanumeric code that is generated for each transaction. 3.2 Important copy – Needs to inform the user that this code is needed to access this information at a later time unless the user registers with JoeAuto. 4. Loaner Vehicle Form – This section is only visible if the user has requested a loaner vehicle. <ul style="list-style-type: none"> 4.1 Click Here (TBD) – This link will cause a pop-up window with the application. 4.2 Descriptive/instructional copy 5. Registration <ul style="list-style-type: none"> 5.1 Descriptive copy 5.2 Username Text Box – This is a required alphanumeric field that is limited to 255 characters. 5.3 Password Text Box – This is a required alphanumeric field that is limited to 255 characters. 5.4 Password Verification Text Box – This is a required alphanumeric field that is limited to 255 characters. This field is used to verify the password that was entered in 5.3. 5.5 Register Button – Selecting this button will cause the verification of the form in 5, causing the page (3150) to be refreshed highlighting and describing any errors on the page. Upon verification the form is submitted to (TBD). 6. MapDirections <ul style="list-style-type: none"> 6.1 Descriptive copy 6.2 Click Here (3182) – Push the information needed to look up the map or direction of the JoeAuto Service Center. 7. Need Help <ul style="list-style-type: none"> 7.1 Instructional copy 7.2 Another Vehicle Button (3100) – This send the user to 3100 but populates all of the personal information for the user from the information that was submitted during the first process. 9. Home Button (0001) 			
<p>1010 Appointment Confirmation (transaction #) 1010 Transaction Code... (transaction #) IMPORTANT: Nome bonum ipsum dolor sit amet. Numquam inquit omnia bona. Nuvocut in zolo week can burp up. Magis in ita non sumpit omnia tibi. Nonet non tibi. Fugac.</p> <p>1012 <input type="button" value="View/Print Details"/></p> <p>1014 Click here if you want to fill out the Loaner Vehicle form online. This may also be done at the time of delivery. [Only appears if Loaner Vehicle is requested.]</p> <p>1016 Registration To save you time on your next visit and remember some of your preferences such as vehicle information, address (depends on completed fields), provide us with a user name and password so that we may identify you at a later time. THIS IS NOT REQUIRED TO COMPLETE SCHEDULING OF YOUR SERVICE, BUT WILL SAVE YOU CONSIDERABLE TIME WHEN YOU RETURN TO CHECK STATUS OR SCHEDULE SERVICE AT ANOTHER TIME.</p> <p>1018 1019 1020 1021 1022 1023 1024 1025 User Id: <input type="text"/> Phone: <input type="text"/> Re-enter your Password: <input type="text"/> <input type="button" value="Register"/></p> <p>1026 1027 1028 1029 1030 Need to view a map or get directions? <input type="button" value="Click Here to use Map Quest."/> Need Help? Contact our customer care center at 1.877.JOEAUTO (1.877.563.2868).</p> <p>1031 1032 1033 1034 1035 <input type="button" value="Arrange Services for an Additional Vehicle"/> <input type="button" value="Home"/></p> <p>1036 1037 1038 1039 1040 Contact Up <input type="button" value="Stamp"/> <input type="button" value="Fax"/> <input type="button" value="Email Statement"/> <input type="button" value="Print Statement"/> <input type="button" value="Logout"/></p>			

- NOTES**
- If the user has not completed all the steps in the Arrange Service process then the user will be redirected to 3100.

Figure 15

Corporate Identity   (Logo & Promise)		Appointment Confirmation #  	
Directions:   From (Interstate)?:   <i>Lorem ipsum dolor sit amet...</i>		Contact Information:   (name & Tel.)   Scheduled (DRIVE IN / PICK UP) service for:  	
From (Interstate)?:   <i>Lorem ipsum dolor sit amet...</i>		From this address:   (street address), (street address line 2), (city) (state) (zip)   (scheduled time)  	
From (Interstate)?:   <i>Lorem ipsum dolor sit amet...</i>		At this time:   (street address), (street address line 2), (city) (state) (zip)  	
From (Interstate)?:   <i>Lorem ipsum dolor sit amet...</i>		At our (STORE NAME) Service Center:   To do this:  	
From (Interstate)?:   <i>Lorem ipsum dolor sit amet...</i>		Sub total   (Subtotal)   Taxes (ex. rate) (tax amount)   Total  	
Corporate Communications (Business Phone)   (Fax No.)  		Customer Comments (Comments)  	
Important Note:   <i>In order to qualify for an hourly rate lease car you must:</i> <ul style="list-style-type: none"> • Be at least 21 years of age. • Have a valid US drivers license. • Have mandatory liability coverage on the car and • Be able to show proof of minimum third party insurance to Joe-Auto.com staff. 		Important Note:   <i>Please note that Joe-Auto.com does not accept un-insured drivers. If you are not able to provide proof of insurance, we will not be able to lease you a vehicle. Please review our terms and conditions page for more information. If no payment is received from you by the due date, we will cancel your reservation and you will be responsible for all fees.</i>	
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Figure 16

	<table border="1" style="width: 100%; border-collapse: collapse;"> <tr> <td style="width: 10%; text-align: right; padding-right: 5px;">LAST REVISED -</td> <td style="width: 80%;">12.07.00</td> <td style="width: 10%; text-align: left; padding-left: 5px;">vx</td> </tr> </table> <p>1100</p> <p>Denotes actionable items.</p> <table border="1" style="width: 100%; border-collapse: collapse;"> <tr> <td style="width: 10%; text-align: right; padding-right: 5px;">CONDITIONS</td> <td style="width: 80%;">The Arrange Service Link (3100) and this computer has a registered user cookie on it.</td> </tr> </table> <p>1101</p> <p>REQUIREMENTS</p> <ol style="list-style-type: none"> 1. Standard Header 2. Standard Footer 3. No Left Hand Navigation 4. Arrange Service Title 4.1 Log In... 4.2 Instructional Copy 5. Welcome Copy 5.1 Welcome back (COOKIED USER). 5.1.1 Click Here if not (COOKIED USER) (3100) 6. Login Area 6.1 Username Alphanumeric Required (field not empty) 6.2 Password Alphanumeric Required (field not empty) 6.3 Forget Password? (TBD) 7. Next Button Validate Form Submit Form 8. Looking for Fleet Service? 8.1 Instructional copy 8.2 Click Here (9000) 9. Security Seals (TBD) <p>NOTES</p> <ul style="list-style-type: none"> • Form validation causes page to refresh with errors highlighted • Form submits to 3115 	LAST REVISED -	12.07.00	vx	CONDITIONS	The Arrange Service Link (3100) and this computer has a registered user cookie on it.
LAST REVISED -	12.07.00	vx				
CONDITIONS	The Arrange Service Link (3100) and this computer has a registered user cookie on it.					

Figure 17

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ARRANGE SERVICE - INFO (REGISTERED) 3115

LAST REVISED - 12.07.00 vx

Denote actionable items.

1114 [] Denote actionable items.

Corporate Identity (Logo & Promise)	Home []	To locate a JoeAuto Service Center near you. Please enter your five digit zip code. [] Locate	Toll free 1.877.JOE AUTO (1.877.563.2686) or contact Live Help
--	-------------	--	--

Step 1 2 3 4 Your Information...

1114 Descriptive text about this page ...

1116 — [] Who is responsible today? (contact info) - please select one.
 Title First Name Last Name
 (title) (first name) (last name) (email_address@url.com) []
 (title) (first name) (last name) (email_address@url.com) []
 Primary Tel Alternative Tel

1117 [] Want us to just call you instead?
 [] Yeah, just call me... []

1118 [] Would you like a longer mobile phone at no extra charge so that we may contact...? Details
 [] Yes [] No

1119 [] Which vehicle are we looking at? ? please select one (you may schedule service for a second vehicle).

1120 [] Make Model Year
 1130 — [] (make) (model) (year) [] [] del View History
 1132 — [] (make) (model) (year) [] [] del View History

1133 [] Minimum of the specifics
 [] Details [] Where is your vehicle at? []
 [] Pick Up [] Drive by [] Remote Address [] [] [] []

1134 [] Client address: 1, 2, (city) (state) (zip) [] [] [] []
 (street address) 1, 2, (city) (state) (zip) [] [] [] []

1135 [] Special instructions?

1136 [] If you anticipate having your vehicle returned to a statement address than the one we are picking up from, you may wish to click here to check that the address is within our City Pick Up & Return area.

1137 [] Please help! Contact our customer care center at 1.877.JOE AUTO (1.877.563.2686).

1138 [] Next

CONDITIONS
 User has logged into the arrange service section for registered users. The user has also does not have currently arranged service.

REQUIREMENTS

1. Standard Header
2. Standard Footer
3. Arrange Service Title
4. Who is responsible today? (contact info) - please select one.
- 4.1 Contact Title Bar
- 4.1.1 Title
- 4.1.2 First Name
- 4.1.3 Last Name
- 4.1.4 Primary Telephone
- 4.1.5 Alternate Telephone
- 4.1.6 Email Address
- 4.2 Add Button
- Pop-up window (3116)
- 4.3 Stand Contact List
- 4.3.1 Radio Button
 If preference is set then select default contact
- 4.3.2 Title
- 4.3.3 First Name
- 4.3.4 Primary Telephone
- 4.3.5 Alternate Telephone
- 4.3.6 Email Address
- 4.3.7 Edit Button
- Pop-up window (3116)
- Prepopulate fields
- 4.3.8 Delete Button
- Pop-up confirmation window
5. Would you like a mobile phone at no extra charge?
- 5.1 Yes
 Radio
 Require 5.1 or 5.2 (field has been selected)
- 5.2 No
 Radio
 Require 5.1 or 5.2 (field has been selected)
- 5.3 Details (3176)

Figure 18

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ARRANGE SERVICE - NEW CONTACT (REGISTERED) 3116

LAST REVISED - 12.07.00 vx

Corporate Identity (Logo & Promise)		Call Toll free 1.877.JOEAUTO (1.877.563.2888) or Live Help	
<p>Denotes actionable items.</p> <p>② New contact person... Copy needed? Nonno lorem ipsum dolor sit amet. Nonogin nedit drucab urmtain kooile.</p> <p>③ Salutation <input type="text"/> 1152. First Name <input type="text"/> 1154. Last Name <input type="text"/> 1156.</p> <p>④ Where can we call you during your repair? Primary <input type="text"/> 1156. Alternate <input type="text"/> 1160. E-Mail <input type="text"/> 1162.</p> <p>⑤ <input checked="" type="checkbox"/> Check here if you would like this contact to be the default primary contact. 1164</p> <p><input type="button" value="Cancel"/> <input type="button" value="ADD"/> 1168</p>			

CONDITIONS
The New Contact Link (3116) has been selected.
The user is a registered user.

REQUIREMENTS

1. Corporate Identity
 - 1.1 Logo
 - 1.2 Promise
 - 1.3 Call Toll free 1.877.JOEAUTO (1.877.563.2888) or Live Help
2. New contact person ...
 - 2.1 Instructional copy
3. Personal Information
 - 3.1 Salutation

Drop Down Selection
 - 3.2 First Name

Text Box
 - 3.3 Last Name

Text Box
4. Where can we call you?
 - 4.1 Primary Telephone Number

Text Box
 - 4.2 Alternate Telephone Number

Text Box
 - 4.3 Email Address

Text Box
5. Check here if you would like this contact to be the default primary contact.

Check Box
6. Cancel Button

Closes window
7. Add Button

Validates Form
8. Submit Form

Figure 20

LAST REVISED - 12.07.00 | vx | 1

ARRANGE SERVICE - NEW ADDRESS (REGISTERED) 3118

Denotes actionable items.

Corporate Identity (Logo & Promise)	Call Toll free 1.877.JOEAUTO (1.877.563.2668) or Live Help	1184
---	---	------

② New address... Copy needed? Nomo lorem ipsum dolor sit street. Nonogin redit dnucaeb umtalin koolis.

Street Address	1188
----------------	------

③ Street Address Continued

City, State ZIP	1190
-----------------	------

④ Check here if you would like this address to be the default primary address.

1192	1194	1196
------	------	------

⑤ [Cancel] [Verify] [ADD]

CONDITIONS
The New Address Link (3118) has been selected.
The user is a registered user.

REQUIREMENTS

1. Corporate Identity
 - 1.1 Logo
 - 1.2 Promise
 - 1.3 Call Toll free 1.877.JOEAUTO (1.877.563.2668) or Live Help
2. New address ...
 - 2.1 Instructional copy
3. Zip Code

Text Box
Visible until the Zip Code has been validated
Required (field not empty)
4. Address

Only visible after Zip Code has been validated

 - 4.1 Street Address 1

Text Box
Required (field not empty)
 - 4.2 Street Address 2

Text Box
 - 4.3 City

Hand Coded Text
Populated from Zip Code
 - 4.4 State

Hard Coded Text
Populated from Zip Code
 - 4.5 Zip

Hand Coded Text
Populated from Zip Code
5. Check here if you would like this address to be the default primary address

Only Visible after Zip Code has been verified
Check Box
6. Cancel Button

Closes window
7. Verify Button

Visible until the Zip Code has been validated
Validates Form - Refreshes page with Zip Code error messages in appropriate places
Submits Form
Refreshes Window

PROPRIETARY AND CONFIDENTIAL TO THE JOEAUTO.COM BUSINESS MODEL

Figure 21

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Illustrated To Not Waste Your Time

ARRANGE SERVICE - CONCERNS (REGISTERED) 3125

LAST REVISED = 12.07.00

10

Corporate Identity (Logo & Promos)	Home <input checked="" type="checkbox"/>	To locate a Joe Auto Service Center near you. Please enter your digit Zip code. <input type="text"/> Locate	Toll free 1.877.JOEAUTO (1.877.563.2668) or contact Live Help <input type="button"/> Contact Live Help
<p>Arrange Services <input type="checkbox"/> Step 1 <input type="checkbox"/> 2 <input type="checkbox"/> 3 <input type="checkbox"/> 4 So what's wrong... <input type="checkbox"/> 1236</p>			
<p>1238 <input type="checkbox"/> Is your car in safe drivable condition?</p> <p><input checked="" type="radio"/> Yes <input type="radio"/> No</p> <p>Please note: In order to qualify for an hourly rate loaner car, you must:</p> <ul style="list-style-type: none"> • Be at least 21 years of age. • have a valid credit card (American Express, Visa, MasterCard, or Discover ???) • have a valid US drivers license • have mandatory liability coverage on the car, and • be able to show your drivers license and proof of insurance to JoeAuto.Com staff 			
<p>1240 <input type="checkbox"/> Would you like a loaner vehicle? Details</p> <p><input checked="" type="radio"/> Yes <input type="radio"/> No</p> <p>Please note: In order to qualify for an hourly rate loaner car, you must:</p> <ul style="list-style-type: none"> • Be at least 21 years of age, • have a valid credit card (American Express, Visa, MasterCard, or Discover ???) • have a valid US drivers license • have mandatory liability coverage on the car, and • be able to show your drivers license and proof of insurance to JoeAuto.Com staff 			
<p>1242 <input type="checkbox"/> What can we do for you?</p> <p><input type="checkbox"/> Please just come pick up my car. I know you'll have to call me, but I can't deal with this right now.</p> <p><input type="checkbox"/> I think it's time for a loan, but this is for me to hold until after the last payment due. I don't need it now.</p> <p><input type="checkbox"/> Or you may see this message to tell me to go to your own website and to search for what you want there. Click here to visit our Site Electronic catalog.</p>			
<p>Note: This question only appears if the user requests pick up service.</p>			
<p>1246 <input type="checkbox"/> Would you like to receive a FREE bumper-to-bumper protection service contract? We won't pay anything toward getting you one or even detail!</p> <p><input checked="" type="radio"/> Yes <input type="radio"/> No</p> <p><input type="checkbox"/> Please let us know what you would like to do with your account: <input type="checkbox"/> 1237.JOEAUTO (1.877.563.2668), <input type="checkbox"/> 1238.JOEFRONTEND, <input type="checkbox"/> 1239.JOECARWASH, <input type="checkbox"/> 1240.JOEPAINT, <input type="checkbox"/> 1241.JOECOMBO, <input type="checkbox"/> 1242.JOECARRENTAL, <input type="checkbox"/> 1243.JOECARSAFETY, <input type="checkbox"/> 1244.JOECARWASH, <input type="checkbox"/> 1245.JOECARRENTAL, <input type="checkbox"/> 1246.JOECARSAFETY, <input type="checkbox"/> 1247.JOECARWASH, <input type="checkbox"/> 1248.JOECARRENTAL, <input type="checkbox"/> 1249.JOECARSAFETY, <input type="checkbox"/> 1250.JOECARWASH, <input type="checkbox"/> 1251.JOECARRENTAL, <input type="checkbox"/> 1252.JOECARSAFETY, <input type="checkbox"/> 1253.JOECARWASH, <input type="checkbox"/> 1254.JOECARRENTAL, <input type="checkbox"/> 1255.JOECARSAFETY, <input type="checkbox"/> 1256.JOECARWASH, <input type="checkbox"/> 1257.JOECARRENTAL, <input type="checkbox"/> 1258.JOECARSAFETY, <input type="checkbox"/> 1259.JOECARWASH, <input type="checkbox"/> 1260.JOECARRENTAL, <input type="checkbox"/> 1261.JOECARSAFETY, <input type="checkbox"/> 1262.JOECARWASH, <input type="checkbox"/> 1263.JOECARRENTAL, <input type="checkbox"/> 1264.JOECARSAFETY, <input type="checkbox"/> 1265.JOECARWASH, <input type="checkbox"/> 1266.JOECARRENTAL, <input type="checkbox"/> 1267.JOECARSAFETY, <input type="checkbox"/> 1268.JOECARWASH, <input type="checkbox"/> 1269.JOECARRENTAL, <input type="checkbox"/> 1270.JOECARSAFETY, <input type="checkbox"/> 1271.JOECARWASH, <input type="checkbox"/> 1272.JOECARRENTAL, <input type="checkbox"/> 1273.JOECARSAFETY, <input type="checkbox"/> 1274.JOECARWASH, <input type="checkbox"/> 1275.JOECARRENTAL, <input type="checkbox"/> 1276.JOECARSAFETY, <input type="checkbox"/> 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1783.JOECARSAFETY, <input type="checkbox"/> 1784.JOECARWASH, <input type="checkbox"/> 1785.JOECARRENTAL, <input type="checkbox"/> 1786.JOECARSAFETY, <input type="checkbox"/> 1787.JOECARWASH, <input type="checkbox"/> 1788.JOECARRENTAL, <input type="checkbox"/> 1789.JOECARSAFETY, <input type="checkbox"/> 1790.JOECARWASH, <input type="checkbox"/> 1791.JOECARRENTAL, <input type="checkbox"/> 1792.JOECARSAFETY, <input type="checkbox"/> 1793.JOECARWASH, <input type="checkbox"/> 1794.JOECARRENTAL, <input type="checkbox"/> 1795.JOECARSAFETY, <input type="checkbox"/> 1796.JOECARWASH, <input type="checkbox"/> 1797.JOECARRENTAL, <input type="checkbox"/> 1798.JOECARSAFETY, <input type="checkbox"/> 1799.JOECARWASH, <input type="checkbox"/> 1800.JOECARRENTAL, <input type="checkbox"/> 1801.JOECARSAFETY, <input type="checkbox"/> 1802.JOECARWASH, <input type="checkbox"/> 1803.JOECARRENTAL, <input type="checkbox"/> 1804.JOECARSAFETY, <input type="checkbox"/> 1805.JOECARWASH, <input type="checkbox"/> 1806.JOECARRENTAL, <input type="checkbox"/> 1807.JOECARSAFETY, <input type="checkbox"/> 1808.JOECARWASH, <input type="checkbox"/> 1809.JOECARRENTAL, <input type="checkbox"/> 1810.JOECARSAFETY, <input type="checkbox"/> 1811.JOECARWASH, <input type="checkbox"/> 1812.JOECARRENTAL, <input type="checkbox"/> 1813.JOECARSAFETY, <input type="checkbox"/> 1814.JOECARWASH, <input type="checkbox"/> 1815.JOECARRENTAL, <input type="checkbox"/> 1816.JOECARSAFETY, <input type="checkbox"/> 1817.JOECARWASH, <input type="checkbox"/> 1818.JOECARRENTAL, <input type="checkbox"/> 1819.JOECARSAFETY, <input type="checkbox"/> 1820.JOECARWASH, <input type="checkbox"/> 1821.JOECARRENTAL, <input type="checkbox"/> 1822.JOECARSAFETY, <input type="checkbox"/> 1823.JOECARWASH, <input type="checkbox"/> 1824.JOECARRENTAL, <input type="checkbox"/> 1825.JOECARSAFETY, <input type="checkbox"/> 1826.JOECARWASH, <input type="checkbox"/> 1827.JOECARRENTAL, <input type="checkbox"/> 1828.JOECARSAFETY, <input type="checkbox"/> 1829.JOECARWASH, <input type="checkbox"/> 1830.JOECARRENTAL, <input type="checkbox"/> 1831.JOECARSAFETY, <input type="checkbox"/> 1832.JOECARWASH, <input type="checkbox"/> 1833.JOECARRENTAL, <input type="checkbox"/> 1834.JOECARSAFETY, <input type="checkbox"/> 1835.JOECARWASH, <input type="checkbox"/> 1836.JOECARRENTAL, <input type="checkbox"/> 1837.JOECARSAFETY, <input type="checkbox"/> 1838.JOECARWASH, <input type="checkbox"/> 1839.JOECARRENTAL, <input type="checkbox"/> 1840.JOECARSAFETY, <input type="checkbox"/> 1841.JOECARWASH, <input type="checkbox"/> 1842.JOECARRENTAL, <input type="checkbox"/> 1843.JOECARSAFETY, <input type="checkbox"/> 1844.JOECARWASH, <input type="checkbox"/> 1845.JOECARRENTAL, <input type="checkbox"/> 1846.JOECARSAFETY, <input type="checkbox"/> 1847.JOECARWASH, <input type="checkbox"/> 1848.JOECARRENTAL, <input type="checkbox"/> 1849.JOECARSAFETY, <input type="checkbox"/> 1850.JOECARWASH, <input type="checkbox"/> 1851.JOECARRENTAL, <input type="checkbox"/> 1852.JOECARSAFETY, <</p>			

Corporate Identity (Logo & Promise)		To locate a JoeAuto Service Center near you. Please enter your five digit Zip code.	Toll free 1.877.JOEAUTO (1.877.563.2866) or contact Live Help
<p>Arrange Service ③</p> <p>Step 1 2 3 4 Summary Page...</p> <p>1270 <input type="checkbox"/> Contact Information: (title) (first name) (last name) (primary tel), (secondary tel), (e-mail) <input type="button" value="Edit"/></p> <p>1271 <input type="checkbox"/> Scheduled (DRIVE IN / PICK UP) service for: (year) (make) (model) <input type="button" value="Edit"/></p> <p>1272 <input type="checkbox"/> From this address: (street address), (street address line 2), (city) (state) (zip) <input type="button" value="Edit"/></p> <p>1273 <input type="checkbox"/> At this time: (scheduled time) <input type="button" value="Edit"/></p> <p>1274 <input type="checkbox"/> At our (STORE NAME) Service Center: <input type="button" value="Edit"/></p> <p>1280 <input type="checkbox"/> To do this: (Service item 1) (Service item 2) (Service item 3) <input type="button" value="Edit"/></p> <p>1281 <input type="checkbox"/> Keep in Touch Communication (service phone): <input type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> Don't know <input type="button" value="Edit"/></p> <p>1282 <input type="checkbox"/> Having your vehicle repaired: <input type="checkbox"/> Yes <input type="checkbox"/> No In order to qualify for an hourly rate (one per year) you must: be at least 18 years of age. have a valid US drivers license. have mandatory liability coverage on the car, and be able to show proof of theft, damage and proof of insurance to prove Auto. Contact us.</p>			
<p>● Denotes actionable items.</p> <p>CONDITIONS User is a registered user and has completed the third step in the arrange service process.</p> <p>REQUIREMENTS</p> <ol style="list-style-type: none"> 1. Standard Header 2. Standard Footer 3. Arrange Service Title 3.1 Step Progression Bar 3.1 Step 4 is highlighted 3.2 Instructional copy that talks about what is needed below 4. Contact Information: (Name & Tel ...) 4.1 Name: 4.1.1 Title 4.1.2 First Name 4.1.3 Last Name 4.2 Communication 4.2.1 Primary Phone Number 4.2.2 Alternate Phone Number If Applicable 4.2.3 Email 4.2.4 Edit Button (3115 populated) 5. Scheduled (DRIVE IN/PICK UP) service for: 5.1 Year 5.2 Make 5.3 Model 5.4 Edit Button (3115 populated) 6. From this address: 6.1 Street Address 6.2 Street Address 2 6.3 City 6.4 State 6.5 Zip 6.6 Edit Button (3115 populated) 7. At this time: 7.1 Date 7.2 Time 7.3 Edit Button (3135 populated) 8. At our (STORE NAME) location: 8.1 Address 1 8.2 Address 2 8.3 City <p>1283 <input type="checkbox"/> Please contact our customer care center at 1.877.JOEAUTO (1.877.563.2866).</p> <p>1284 <input type="checkbox"/> Previous <input type="button" value="Previous"/> <input type="checkbox"/> Continue <input type="button" value="Continue"/> <input type="checkbox"/> Cancel <input type="button" value="Cancel"/> <input type="checkbox"/> Back <input type="button" value="Back"/> <input type="checkbox"/> Next <input type="button" value="Next"/> <input type="checkbox"/> Done <input type="button" value="Done"/></p> <p>1285 <input type="checkbox"/> Contact Us <input type="button" value="Contact Us"/> <input type="checkbox"/> Site Map <input type="button" value="Site Map"/> <input type="checkbox"/> FAQ <input type="button" value="FAQ"/> <input type="checkbox"/> Print Statement <input type="button" value="Print Statement"/> <input type="checkbox"/> Print <input type="button" value="Print"/> <input type="checkbox"/> Logout <input type="button" value="Logout"/> <input type="checkbox"/> 2001 JoeAuto.com Inc.</p>			

Figure 23

LAST REVISED - 12-07-00 vx

PROPRIETARY AND CONFIDENTIAL TO THE JOEAUTO.COM BUSINESS MODEL

Figure 24

Invented To Not Waste Your Time
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ARRANGE SERVICE - SUCCESS (REGISTERED) 3155

<p align="right">LAST REVISED - 12.07.00 vx</p> <p>Denotes actionable items.</p>	<table border="1" style="width: 100%; border-collapse: collapse;"> <tr> <td style="width: 10%; padding: 5px; text-align: right;">300</td> <td style="width: 80%; padding: 5px;"> <p>CONDITIONS User is a registered user and has completed all the steps in the arrange service process.</p> <p>REQUIREMENTS</p> <ol style="list-style-type: none"> 1. Standard Header 2. Standard Footer 3. Appointment Confirmation <ul style="list-style-type: none"> 3.1 Transaction Code ... 3.1.1 Transaction Number Unique Alphanumeric 3.2 Informative copy about the transaction code 4. View/Print Details Button (3152) 5. Click Here (3180) If you wish to complete/edit the Loafer Vehicle form online. This may also be done at the time of delivery. Visible only if user has requested a Loafer Vehicle 6. Map and Driving Directions: <ul style="list-style-type: none"> 16.1 Click Here (3182) for a map 7. Arrange Service for an Additional Vehicle (3105) 8. Home Button (0001) </td> <td style="width: 10%; padding: 5px; text-align: left;"> <p>1302</p> <p>Appointment Confirmation ①</p> <p>Transaction Code... (transaction #)</p> <p>IMPORTANT: Never leave loaner vehicle alone and NEVER drive um taken tools. Never use in zero work gear/bags. Forget car not a garage on today. Normal train today figure.</p> <p>1304</p> <p>[View / Print Details]</p> <p>1306</p> <p>Click here if you wish to [Complete/Edit] the Loafer Vehicle form online. This may also be done at the time of delivery. [Only appears if Loafer Vehicle is requested.]</p> <p>1308</p> <p>① Need to view a map or get directions? Click Here to use Map Quest...</p> <p>1310</p> <p>Arrange Service for an Additional Vehicle</p> <p>1310</p> <p>1308</p> </td> </tr> </table>	300	<p>CONDITIONS User is a registered user and has completed all the steps in the arrange service process.</p> <p>REQUIREMENTS</p> <ol style="list-style-type: none"> 1. Standard Header 2. Standard Footer 3. Appointment Confirmation <ul style="list-style-type: none"> 3.1 Transaction Code ... 3.1.1 Transaction Number Unique Alphanumeric 3.2 Informative copy about the transaction code 4. View/Print Details Button (3152) 5. Click Here (3180) If you wish to complete/edit the Loafer Vehicle form online. This may also be done at the time of delivery. Visible only if user has requested a Loafer Vehicle 6. Map and Driving Directions: <ul style="list-style-type: none"> 16.1 Click Here (3182) for a map 7. Arrange Service for an Additional Vehicle (3105) 8. Home Button (0001) 	<p>1302</p> <p>Appointment Confirmation ①</p> <p>Transaction Code... (transaction #)</p> <p>IMPORTANT: Never leave loaner vehicle alone and NEVER drive um taken tools. Never use in zero work gear/bags. Forget car not a garage on today. Normal train today figure.</p> <p>1304</p> <p>[View / Print Details]</p> <p>1306</p> <p>Click here if you wish to [Complete/Edit] the Loafer Vehicle form online. This may also be done at the time of delivery. [Only appears if Loafer Vehicle is requested.]</p> <p>1308</p> <p>① Need to view a map or get directions? Click Here to use Map Quest...</p> <p>1310</p> <p>Arrange Service for an Additional Vehicle</p> <p>1310</p> <p>1308</p>	<p>1</p> <p>PRIVACY STATEMENT BUSINESS MODEL</p> <p>2</p> <p>Contact Us Billing FAQ Privacy Statement © 2001 JoeAuto.Com, Inc.</p>
300	<p>CONDITIONS User is a registered user and has completed all the steps in the arrange service process.</p> <p>REQUIREMENTS</p> <ol style="list-style-type: none"> 1. Standard Header 2. Standard Footer 3. Appointment Confirmation <ul style="list-style-type: none"> 3.1 Transaction Code ... 3.1.1 Transaction Number Unique Alphanumeric 3.2 Informative copy about the transaction code 4. View/Print Details Button (3152) 5. Click Here (3180) If you wish to complete/edit the Loafer Vehicle form online. This may also be done at the time of delivery. Visible only if user has requested a Loafer Vehicle 6. Map and Driving Directions: <ul style="list-style-type: none"> 16.1 Click Here (3182) for a map 7. Arrange Service for an Additional Vehicle (3105) 8. Home Button (0001) 	<p>1302</p> <p>Appointment Confirmation ①</p> <p>Transaction Code... (transaction #)</p> <p>IMPORTANT: Never leave loaner vehicle alone and NEVER drive um taken tools. Never use in zero work gear/bags. Forget car not a garage on today. Normal train today figure.</p> <p>1304</p> <p>[View / Print Details]</p> <p>1306</p> <p>Click here if you wish to [Complete/Edit] the Loafer Vehicle form online. This may also be done at the time of delivery. [Only appears if Loafer Vehicle is requested.]</p> <p>1308</p> <p>① Need to view a map or get directions? Click Here to use Map Quest...</p> <p>1310</p> <p>Arrange Service for an Additional Vehicle</p> <p>1310</p> <p>1308</p>			

Figure 25

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ARRANGE SERVICE - SYMPTOM 3170

Corporate Identity (Logo & Promise)	Call Toll free 1.877.JOEAUTO (1.877.563.2668) or Live Help	Denotes actionable items.																												
Problem Area 1 General Services Steering	Vehicle: (year) (make) (model) 1995 Detail 1... 1915 Won1Start	Conditions... 1 1420 Sometimes Morning Condition... Condition... Condition... Condition...																												
<table border="1"> <tr> <td colspan="2">NOTE: For service other than "GENERAL SERVICE" items, a \$(market rate) diagnostic will be charged. This fee is applied towards service... bish, blah, copy</td> </tr> <tr> <td>1425</td> <td>\$ 000.00</td> </tr> <tr> <td>parts</td> <td>\$ 000.00 + \$ 000.00 = \$ 000.00</td> </tr> <tr> <td></td> <td>labor</td> </tr> <tr> <td></td> <td>\$ 000.00</td> </tr> <tr> <td></td> <td>sub total</td> </tr> <tr> <td></td> <td>\$ 000.00</td> </tr> <tr> <td></td> <td>tax (market %)</td> </tr> <tr> <td></td> <td>\$ 000.00</td> </tr> <tr> <td></td> <td>total</td> </tr> <tr> <td></td> <td>\$ 000.00</td> </tr> <tr> <td colspan="2">1425</td> </tr> <tr> <td colspan="2">Cancel</td> </tr> <tr> <td colspan="2">ADD</td> </tr> </table>			NOTE: For service other than "GENERAL SERVICE" items, a \$(market rate) diagnostic will be charged. This fee is applied towards service... bish, blah, copy		1425	\$ 000.00	parts	\$ 000.00 + \$ 000.00 = \$ 000.00		labor		\$ 000.00		sub total		\$ 000.00		tax (market %)		\$ 000.00		total		\$ 000.00	1425		Cancel		ADD	
NOTE: For service other than "GENERAL SERVICE" items, a \$(market rate) diagnostic will be charged. This fee is applied towards service... bish, blah, copy																														
1425	\$ 000.00																													
parts	\$ 000.00 + \$ 000.00 = \$ 000.00																													
	labor																													
	\$ 000.00																													
	sub total																													
	\$ 000.00																													
	tax (market %)																													
	\$ 000.00																													
	total																													
	\$ 000.00																													
1425																														
Cancel																														
ADD																														

LAST REVISED - 12.07.00 **VX**

- CONDITIONS**
The Symptoms Link (3170) has been selected.
- REQUIREMENTS**
1. Corporate Identity
 - 1.1 Logo
 - 1.2 Promise
 - 1.3 Call Toll free 1.877.JOEAUTO (1.877.563.2668) or Live Help
 2. Vehicle:
 - 2.1 Year
Populated by parent window
 - 2.2 Make
Populated by parent window
 - 2.3 Model
Populated by parent window
 3. Problem Area
 - 3.1 Problem Area List
Drop Down Selection
Required (field selected)
 4. Symptom
 - 4.1 Symptom List
Drop Down Selection
Populated upon selection of Problem Area
Required (field selected)
 5. Detail
 - 5.1 Detail List
Drop Down Selection
Populated upon selection of Symptom
Required (field selected)
 6. Note: For service other than "GENERAL SERVICE" items, a \$(market specific) diagnostic fee will be charged.
 - 6.1 Descriptive copy
 7. Estimate
Only visible if relevant
 - 7.1 Parts Cost
Populated upon selection of Detail
 - 7.2 Labor Cost
Populated upon selection of Detail
 - 7.3 Subtotal
Populated upon selection of Detail
Determined by the sum of Labor Cost and Parts Cost
 - 7.4 Tax
Populated upon selection of Detail

Figure 26

Invented To Not Waste Your Time
JOEAUTO.COM

WATCH YOUR REPAIR LIVE ON THE INTERNET 4100

LAST REVISED - 12.07.00 vx

Denotes actionable items.

Corporate Identity (Log & Promise)	Home ①	To locate a JoeAuto.Com Service Center near you. Please enter your five digit zip code. <input type="text"/> Locate	Toll free 1.877.JOEALTO (1.877.563.2866) or contact Live Help Locate	Arrange Service Now
Watch Your Repair Live on The Internet ② 1705				
<p>What are we talking about? ③ 1712</p> <p>This is the code you were issued when you scheduled an appointment. Don't have it? Call our support center Toll free at 1.877.JOEALTO (1.877.563.2866).</p> <p>[Thumbnail from busy location (JAC select to be displayed)]</p> <p>View</p>				
<p>Let's Do Business ④ 1715</p> <p>Self Diagnosis / Estimate</p> <p>Arrange Service</p> <p>Watch It Happen Live</p> <p>Your Service History with JoeSum.com</p> <p>Automotive Resource Library</p> <p>Add/Edit Vehicles</p> <p>Edit Personal Info</p>				
<p>Watch Your Repair Live on the Internet ⑤ 1725</p> <p>Click here to view an actual...</p> <p>Arrange Service Now</p>				
<p>Watch It Happen Live ⑥ 1730</p> <p>Security Seal</p> <p>View</p>				
<p>What are we talking about? ⑦ 1730</p> <p>This is the code you were issued when you scheduled an appointment. Don't have it? Call our support center Toll free at 1.877.JOEALTO (1.877.563.2866).</p> <p>[Thumbnail from busy location (JAC select to be displayed)]</p> <p>View</p>				
<p>Let's Do Business ⑧ 1735</p> <p>Self Diagnosis / Estimate</p> <p>Arrange Service</p> <p>Watch It Happen Live</p> <p>Your Service History with JoeSum.com</p> <p>Automotive Resource Library</p> <p>Add/Edit Vehicles</p> <p>Edit Personal Info</p>				

① Denotes actionable items.
CONDITIONS
 The Watch Your Repair Live on the Internet (4100) Link has been selected.

REQUIREMENTS

1. Standard Header
2. Standard Footer
3. Standard Left Hand Navigation
 - 3.1 Watch Your Repair Live on the Internet navigation element has been selected indicating that the user is within this section. Link is disabled.
4. Watch Your Repair Live on The Internet
5. What are we talking about?
 - 5.1 Thumbnail (4110)
 - 5.2 Click Here (4110)
6. Arrange Service Button (3100)
7. Have a Transaction Number?
 - 7.1 Instructive copy
 - 7.2 Transaction Number Text Box
 - 7.3 View Button
8. Registered Users:
 - 8.1 Username Text Box – Alphanumeric Required (field not empty)
 - 8.2 Password Text Box – Alphanumeric Required (field not empty)
 - 8.3 View Button
 - 8.4 Validates Form – Refreshes page with error messages in appropriate places
 - 8.5 Submit Form
 - 8.6 Forget Password? (TBD)

NOTE

- If user is a registered user and has logged in than redirect them to 4115
- #7 form validation causes page to refresh with error fields highlighted
- #7 form submits to (TBD)
- #8 form validation causes page to refresh with error fields highlighted
- #8 form submits to 4116

Figure 27

Invent To Not Waste Your Time
JOEAuto.COM

WATCH YOUR REPAIR LIVE ON THE INTERNET - (SAMPLE DETAIL) 4110

<p>The screenshot shows the JoeAuto.com homepage with a sidebar on the left containing links like "Corporate Identity", "What You Want to Know?", "How Much Is Yours?", "Performance Specs", "Joe Auto Business", "Edit Personal Info", and "Add/Edit Vehicles". The main content area features a large button labeled "Watch Your Repair Live on The Internet" with a camera icon. Below it is a descriptive text: "Image Stream will go here." A callout bubble labeled "1735" points to the "Arrange Service Now" button.</p>	<p>LAST REVISED - 12.07.00 VX</p> <p>1735</p> <p>Denotes actionable items.</p>	<p>CONDITIONS The Watch Your Repair Live on the Internet Demo (4110) Link was selected.</p> <p>REQUIREMENTS</p> <ol style="list-style-type: none"> 1. Standard Header 2. Standard Footer 3. Standard Left Hand Navigation 4. Watch Your Repair Live on The Internet <ol style="list-style-type: none"> 4.1 Descriptive copy 4.2 Image Stream <ol style="list-style-type: none"> 5.1 Default Image Stream (Selected by JoeAuto - Showcase) 6. Arrange Service Now (3100) <ol style="list-style-type: none"> 7.1 Solutions List (1200) 7. Check out some of our other Solutions
<p>Contact Us Edit Site FAQs Privacy Statement Disclaimer © 2001 JoeAuto.com Inc.</p>		

Figure 29

<p>1900</p> <p>Denotes actionable items.</p> <p>Corporate Identity Home To locate a Joe Auto Com Service Center near you. Please enter your five digit Zip code. <input type="text"/> <input type="button" value="Locate"/></p> <p>Logo & Promise</p> <p>OVERVIEW: JoeAuto.Com</p> <p>The difference is yours:</p> <ul style="list-style-type: none"> • Performance Stats • Take A Virtual Tour • Compare Our Prices • Parts, Additional Repairs Needed • 800 Center of \$50 Off Your Bill <p>Let's Do Business:</p> <ul style="list-style-type: none"> • Self Diagnostic /Estimate • Advance Service <p>What's In It For You? I You?</p> <ul style="list-style-type: none"> • Watch Your Repair LIVE on the Internet • How Far Along Are We? <p>1905</p> <p>Have a Transaction Number?</p> <p>This is the code you were issued when you scheduled an appointment. Don't have it? Call our support center Toll free at 1.877.JOEAUTO (1.877.563.2886). 1910</p> <p><input type="text"/> <input type="button" value="View"/></p> <p>1915</p> <p>[Screenshot of sample Vehicle Status page]</p> <p>1920</p> <p>Registered users:</p> <p>Name: <input type="text"/> <input type="button" value="View"/> Pass: <input type="text"/> <input type="button" value="Forgot User Password?"/></p> <p>1925</p> <p>Descriptive copy of this feature....</p> <p>1930</p> <p>Arrange Service Now</p> <p>1935</p> <p>Security Seal</p> <p>1940</p> <p>1945</p> <p>1950</p> <p>1955</p> <p>1960</p> <p>1965</p> <p>1970</p> <p>1975</p> <p>1980</p> <p>1985</p> <p>1990</p> <p>1995</p> <p>2000</p> <p>2005</p> <p>2010</p> <p>2015</p> <p>2020</p> <p>2025</p> <p>2030</p> <p>2035</p> <p>2040</p> <p>2045</p> <p>2050</p> <p>2055</p> <p>2060</p> <p>2065</p> <p>2070</p> <p>2075</p> <p>2080</p> <p>2085</p> <p>2090</p> <p>2095</p> <p>2100</p> <p>2105</p> <p>2110</p> <p>2115</p> <p>2120</p> <p>2125</p> <p>2130</p> <p>2135</p> <p>2140</p> <p>2145</p> <p>2150</p> <p>2155</p> <p>2160</p> <p>2165</p> <p>2170</p> <p>2175</p> <p>2180</p> <p>2185</p> <p>2190</p> <p>2195</p> <p>2200</p> <p>2205</p> <p>2210</p> <p>2215</p> <p>2220</p> <p>2225</p> <p>2230</p> <p>2235</p> <p>2240</p> <p>2245</p> <p>2250</p> <p>2255</p> <p>2260</p> <p>2265</p> <p>2270</p> <p>2275</p> <p>2280</p> <p>2285</p> <p>2290</p> <p>2295</p> <p>2300</p> <p>2305</p> <p>2310</p> <p>2315</p> <p>2320</p> <p>2325</p> <p>2330</p> <p>2335</p> <p>2340</p> <p>2345</p> <p>2350</p> <p>2355</p> <p>2360</p> <p>2365</p> <p>2370</p> <p>2375</p> <p>2380</p> <p>2385</p> <p>2390</p> <p>2395</p> <p>2400</p>	
--	--

CONDITIONS
The How Far Along Are We (4200) Link has been selected.

REQUIREMENTS

1. Standard Header

2. Standard Footer

3. Standard Left Hand Navigation
Link is disabled.

4. How Far Along Are We With Your Repair?
3.1 How Far Along Are We navigation element will be selected indicating the user is within this section.

5. New User Information
5.1 Vehicle Status Page Screenshot
5.2 Descriptive copy

6. Arrange Service Now Button (3100)

7. Have a Transaction Number?
7.1 Descriptive/Instructive copy
7.2 Transaction Number
Text Box
Required field not empty
- 7.3 View Button
Validate Form
Submit Form

8. Registered Users:

- 8.1 Username
Text Box
Required field not empty, less than 100 characters
- 8.2 Password
Text Box
Required field not empty, less than 100 characters
- 8.3 View Button
Validate Form
Submit Form
- 8.4 Forget your password? (TBD)

9. Security Seals

Figure 30

JoeAire.com
Invented To Not Waste Your Time

Vehicle Status 4205

AUSTREVISER = 120700 AX

Corporate Identity Home (Log & Promise)		Toll free 1.877.JOEAUTO (1.877.563.2686) or contact Live Help	Arrange Service Now																									
<p>What Do You Want To Know?</p> <p>VIEW WWW.JOEAUTOCOM</p> <p>The church is yours.</p> <ul style="list-style-type: none"> • Performance Stats • Take A Virtual Tour • Compare Our Prices • Policy: Additional Repair Needed 1950 • \$50 Credit or \$50 On Your Bill • Self Diagnosis/Estimate • After Car Service • Watch It Happen Live • Watch Your Repair Live, See The Interior • Your Service History with Joe Auto.com • Automotive Resources Library • How Far Are We? 1975 • Eat With Us! 1970 • Add/Edit Vehicles • Edit Personnel Info 																												
<p>If you have questions, please call us Toll free 1.877.JOEAUTO (663.2686)</p> <p>Customer Name: 19-10</p>		<p>To locate a Joe Auto.Com Service Center near you. Please enter your five digit zip code. <input type="text"/></p> <p>Vehicle Status</p> <p>Year/Make/Model - (MM/DD/YY) □ 1945 /455</p> <p>Transaction Number □ [Graphic to represent progression of service event]</p>																										
<table border="1"> <thead> <tr> <th>Time</th> <th>Planned</th> <th>Actual</th> <th>Status</th> <th>Action(s) Required</th> </tr> </thead> <tbody> <tr> <td>Stage: 1960.</td> <td>Vehicle Acquisition</td> <td>12:45 pm 12:43 pm</td> <td>Complete</td> <td><input type="button" value="Estimate Complete"/></td> </tr> <tr> <td>1965 — 1970.</td> <td>Diagnostic Inspection</td> <td>12:45 pm 02:15 pm</td> <td>Awaiting</td> <td><input type="button" value="View/Approve Estimate"/></td> </tr> <tr> <td>1970 — 1975.</td> <td>Perform Service</td> <td>—</td> <td>—</td> <td><input type="button" value="Estimate Complete"/></td> </tr> <tr> <td>1975 — 1980.</td> <td>Vehicle Return</td> <td>—</td> <td>Awaiting</td> <td><input type="button" value="Estimate Complete"/></td> </tr> </tbody> </table> <p>NOTE: Nine items listed below are listed. Non-objectionable items include: wheel gear bugle, Mopar oil leak pump on 1960, windshield wiper blade. Would none? Anecdote tank fuel pump, unusual tilt turbo on 1965. Who built them along? Who was the owner last year? What were the colors?</p> <p>1945</p> <p>1950</p> <p>1955</p> <p>1960</p> <p>1965</p> <p>1970</p> <p>1975</p> <p>1980</p> <p>1985</p> <p>1990</p> <p>1995</p> <p>2000</p> <p>2005</p> <p>2010</p> <p>2015</p> <p>2020</p> <p>2025</p> <p>2030</p> <p>2035</p> <p>2040</p> <p>2045</p> <p>2050</p> <p>2055</p> <p>2060</p> <p>2065</p> <p>2070</p> <p>2075</p> <p>2080</p> <p>2085</p> <p>2090</p> <p>2095</p> <p>2100</p> <p>2105</p> <p>2110</p> <p>2115</p> <p>2120</p> <p>2125</p> <p>2130</p> <p>2135</p> <p>2140</p> <p>2145</p> <p>2150</p> <p>2155</p> <p>2160</p> <p>2165</p> <p>2170</p> <p>2175</p> <p>2180</p> <p>2185</p> <p>2190</p> <p>2195</p> <p>2200</p> <p>2205</p> <p>2210</p> <p>2215</p> <p>2220</p> <p>2225</p> <p>2230</p> <p>2235</p> <p>2240</p> <p>2245</p> <p>2250</p> <p>2255</p> <p>2260</p> <p>2265</p> <p>2270</p> <p>2275</p> <p>2280</p> <p>2285</p> <p>2290</p> <p>2295</p> <p>2300</p> <p>2305</p> <p>2310</p> <p>2315</p> <p>2320</p> <p>2325</p> <p>2330</p> <p>2335</p> <p>2340</p> <p>2345</p> 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<p>6500</p> <p>6505</p> <p>6510</p> <p>6515</p> <p>6520</p> <p>6525</p> <p>6530</p> <p>6535</p> <p>6540</p> <p>6545</p> <p>6550</p> <p>6555</p> <p>6560</p> <p>6565</p> <p>6570</p> <p>6575</p> <p>6580</p> <p>6585</p> <p>6590</p> <p>6595</p> <p>6600</p> <p>6605</p> <p>6610</p> <p>6615</p> <p>6620</p> <p>6625</p> <p>6630</p> <p>6635</p> <p>6640</p> <p>6645</p> <p>6650</p> <p>6655</p> <p>6660</p> <p>6665</p> <p>6670</p> <p>6675</p> <p>6680</p> <p>6685</p> <p>6690</p> <p>6695</p> <p>6700</p> <p>6705</p> <p>6710</p> <p>6715</p> <p>6720</p> <p>6725</p> <p>6730</p> <p>6735</p> <p>6740</p> <p>6745</p> <p>6750</p> <p>6755</p> <p>6760</p> <p>6765</p> <p>6770</p> <p>6775</p> <p>6780</p> <p>6785</p> <p>6790</p> <p>6795</p> <p>6800</p> <p>6805</p> <p>6810</p> <p>6815</p> <p>6820</p> <p>6825</p> <p>6830</p> <p>6835</p> <p>6840</p> <p>6845</p> <p>6850</p> <p>6855</p> <p>6860</p> <p>6865</p> <p>6870</p> <p>6875</p> <p>6880</p> <p>6885</p> <p>6890</p> <p>6895</p> <p>6900</p> <p>6905</p> <p>6910</p> <p>6915</p> <p>6920</p> <p>6925</p> <p>6930</p> <p>6935</p> <p>6940</p> <p>6945</p> <p>6950</p> <p>6955</p> <p>6960</p> <p>6965</p> <p>6970</p> <p>6975</p> <p>6980</p> <p>6985</p> <p>6990</p> <p>6995</p> <p>7000</p> <p>7005</p> <p>7010</p> <p>7015</p> <p>7020</p> <p>7025</p> <p>7030</p> <p>7035</p> <p>7040</p> <p>7045</p> <p>7050</p> <p>7055</p> <p>7060</p> <p>7065</p> <p>7070</p> <p>7075</p> <p>7080</p> <p>7085</p> <p>7090</p> <p>7095</p> <p>7100</p> <p>7105</p> <p>7110</p> <p>7115</p> <p>7120</p> <p>7125</p> <p>7130</p> <p>7135</p> <p>7140</p> <p>7145</p> <p>7150</p> <p>7155</p> <p>7160</p> <p>7165</p> <p>7170</p> <p>7175</p> <p>7180</p> <p>7185</p> <p>7190</p> <p>7195</p> <p>7200</p> <p>7205</p> <p>7210</p> <p>7215</p> <p>7220</p> <p>7225</p> <p>7230</p> <p>7235</p> <p>7240</p> <p>7245</p> <p>7250</p> <p>7255</p> <p>7260</p> <p>7265</p> <p>7270</p> <p>7275</p> <p>7280</p> <p>7285</p> <p>7290</p> <p>7295</p> <p>7300</p> <p>7305</p> <p>7310</p> <p>7315</p> <p>7320</p> <p>7325</p> <p>7330</p> <p>7335</p> <p>7340</p> <p>7345</p> <p>7350</p> <p>7355</p> <p>7360</p> <p>7365</p> <p>7370</p> <p>7375</p> <p>7380</p> <p>7385</p> <p>7390</p> <p>7395</p> <p>7400</p> <p>7405</p> <p>7410</p> <p>7415</p> <p>7420</p> <p>7425</p> <p>7430</p> <p>7435</p> <p>7440</p> <p>7445</p> <p>7450</p> <p>7455</p> <p>7460</p> <p>7465</p> <p>7470</p> <p>7475</p> <p>7480</p> <p>7485</p> <p>7490</p> <p>7495</p> <p>7500</p> <p>7505</p> <p>7510</p> <p>7515</p> <p>7520</p> <p>7525</p> <p>7530</p> <p>7535</p> <p>7540</p> <p>7545</p> <p>7550</p> <p>7555</p> <p>7560</p> <p>7565</p> <p>7570</p> <p>7575</p> <p>7580</p> <p>7585</p> <p>7590</p> <p>7595</p> <p>7600</p> <p>7605</p> <p>7610</p> <p>7615</p> <p>7620</p> <p>7625</p> <p>7630</p> <p>7635</p> <p>7640</p> <p>7645</p> <p>7650</p> <p>7655</p> <p>7660</p> <p>7665</p> <p>7670</p> <p>7675</p> <p>7680</p> <p>7685</p> <p>7690</p> <p>7695</p> <p>7700</p> <p>7705</p> <p>7710</p> <p>7715</p> <p>7720</p> <p>7725</p> <p>7730</p> <p>7735</p> <p>7740</p> <p>7745</p> <p>7750</p> <p>7755</p> <p>7760</p> <p>7765</p> <p>7770</p> <p>7775</p> <p>7780</p> <p>7785</p> <p>7790</p> <p>7795</p> <p>7800</p> <p>7805</p> <p>7810</p> <p>7815</p> <p>7820</p> <p>7825</p> <p>7830</p> <p>7835</p> <p>7840</p> <p>7845</p> <p>7850</p> <p>7855</p> <p>7860</p> <p>7865</p> <p>7870</p> <p>7875</p> <p>7880</p> <p>7885</p> <p>7890</p> <p>7895</p> <p>7900</p> <p>7905</p> <p>7910</p> <p>7915</p> <p>7920</p> <p>7925</p> <p>7930</p> <p>7935</p> <p>7940</p> <p>7945</p> <p>7950</p> <p>7955</p> <p>7960</p> <p>7965</p> <p>7970</p> <p>7975</p> <p>7980</p> <p>7985</p> <p>7990</p> <p>7995</p> <p>8000</p> <p>8005</p> <p>8010</p> <p>8015</p> <p>8020</p> <p>8025</p> <p>8030</p> <p>8035</p> <p>8040</p> <p>8045</p> <p>8050</p> <p>8055</p> <p>8060</p> <p>8065</p> <p>8070</p> <p>8075</p> <p>8080</p> <p>8085</p> <p>8090</p> <p>8095</p> <p>8100</p> <p>8105</p> <p>8110</p> <p>8115</p> <p>8120</p> <p>8125</p> <p>8130</p> <p>8135</p> <p>8140</p> <p>8145</p> <p>8150</p> <p>8155</p> <p>8160</p> <p>8165</p> <p>8170</p> <p>8175</p> <p>8180</p> <p>8185</p> <p>8190</p> <p>8195</p> <p>8200</p> <p>8205</p> <p>8210</p> <p>8215</p> <p>8220</p> <p>8225</p> <p>8230</p> <p>8235</p> <p>8240</p> <p>8245</p> <p>8250</p> <p>8255</p> <p>8260</p> <p>8265</p> <p>8270</p> <p>8275</p> <p>8280</p> <p>8285</p> <p>8290</p> <p>8295</p> <p>8300</p> <p>8305</p> <p>8310</p> <p>8315</p>				Time	Planned	Actual	Status	Action(s) Required	Stage: 1960.	Vehicle Acquisition	12:45 pm 12:43 pm	Complete	<input type="button" value="Estimate Complete"/>	1965 — 1970.	Diagnostic Inspection	12:45 pm 02:15 pm	Awaiting	<input type="button" value="View/Approve Estimate"/>	1970 — 1975.	Perform Service	—	—	<input type="button" value="Estimate Complete"/>	1975 — 1980.	Vehicle Return	—	Awaiting	<input type="button" value="Estimate Complete"/>
Time	Planned	Actual	Status	Action(s) Required																								
Stage: 1960.	Vehicle Acquisition	12:45 pm 12:43 pm	Complete	<input type="button" value="Estimate Complete"/>																								
1965 — 1970.	Diagnostic Inspection	12:45 pm 02:15 pm	Awaiting	<input type="button" value="View/Approve Estimate"/>																								
1970 — 1975.	Perform Service	—	—	<input type="button" value="Estimate Complete"/>																								
1975 — 1980.	Vehicle Return	—	Awaiting	<input type="button" value="Estimate Complete"/>																								

CONDITIONS The How Far Along Are We (4200) Link has been selected and User has either logged in using their Username and password or transaction number.

- REQUIREMENTS**
 - 1. Standard Header
 - 2. Standard Footer
 - 3. Standard Left Hand Navigation
 - 3.3.1 How Far Along Are We navigation element will be selected indicating the user is within this section.

- If you have questions or concerns, please call us Toll Free 1.877.10EAUTO

- Vehicle Selection

- ### 8.1 Vehicle Description

- Upfront Vehicles Ltd. - Page 11 of 11 - Version 1.0

- B.1.2 B.1.3 Model

- #### **6.1.4 Appointment Date**

- ## 7. Transaction Number

- Biomass Granule

- 9.1 Stage Title

- 8.2 IMM 1164 8.2.1 Planned

- 9.2.2 Actual

- #### **9.4 Action(s) Taken**

10. Vohlen Acrylic Sheet Section

- ## 10.1 Current Stage Indication

- 10.3 Time

- Deadline to set an appointment scheduling +/- 15 minutes**

- 10.3.2 Actual Finnish firms

- #### **10.4.1 Requested**

- 1043 Vehicle Picked Up



PERSONAL DETAIL 5815

LAST REVISED - 12-07-00

VX

Figure 31

Corporate Identity Home (Logo & Promises) What Do You Want To Know? OWNER/VIEW: JoeAuto.Com The Choice Is Yours •Performance Status •Take A Virtual Tour •Compare Our Prices •Policy: Additional Drivers Needed •\$50 Cash or \$50 Off Your Bill Let's Do This! S.A.S. •Self Diagnosis/Estimate •Arrange Service Watch It Happen Live •Watch Your Repair LIVE on the Internet! •How Far Along Are We? But Wait, There's More •Your Service History with JoeAuto.Com •Automotive Resource Library •Add/Edit Vehicles •Edit Personal Info		Personal Info... Descriptive copy if necessary.... PEOPLE INFO: Title First Name Last Name e-Mail Address (title) (first name) (last name) (email_address@url.com) (title) (first name) (last name) (email_address@url.com) The Person displayed (Red, bold, ???) is your primary Contact. To change your primary Person, click the View/Edit button for the Person you wish to select. ADDRESS INFO: Available Pick Up Drive In Street Address City State Zip Y Y (street address 1, 2) (city) (state) (zip) N Y (street address 1, 2) (city) (state) (zip)	2000 CONDITIONS 2005 2010 2015 2020 2025 2030 2035 2040 2045 2050 2055 2060 2065 2070 2075 2080 2085 2090	Registration This only appears if the user has entered a transaction code to access this page instead of a Name & Password. New/Edit Personal Info... Enter another Transaction code to view Personal Information for that Transaction: Instead of a Name & Password: [] View	2000 2005 2010 2015 2020 2025 2030 2035 2040 2045 2050 2055 2060 2065 2070 2075 2080 2085 2090
				Denotes actionable items.	
				2000 The Add/Edit Personal Info (5810) Link has been selected and the user has logged in.	
				REQUIREMENTS	
				1. Standard Header 2. Standard Footer	
				2010 3. Standard Left Hand Navigation 3.1 Edit Personal Info navigation element has been selected indicating that the user is within this section. Link is disabled.	
				4. Personal Info ... 4.1 Descriptive copy if necessary	
				5. Service Preferences Button 6. Edit Vehicles Button 7. Contact Info 7.1 Title Bar 7.1.1 First Name 7.1.2 Last Name 7.1.3 Last Name 7.1.4 E-Mail Address 7.2 Contact List 7.2.1 Title 7.2.2 First Name – Field is populated from the customer database. 7.2.3 Last Name – Field is populated from the customer database. 7.4 E-Mail Address – Field is populated from the customer database, 7.5 Edit Button (TBD) – Selecting this button will cause (TBD) to open as a pop-up window with the fields populated for editing. 7.6 Delete Button (TBD) – Selecting this button will prompt the user for confirmation and then refresh 5815 with the new information.	
				7.3 New Contact Button (TBD) – Selecting this button will cause (TBD) to open as a pop-up window with empty fields so that the user will be able to enter the new information. 7.4 Note describing which contact is marked as the default contact.	
				8. Telephone #s 8.1 Telephone Number List 8.1.1 Telephone Number – Field is populated from database. 8.1.2 Edit Button (TBD) – Selecting this button will cause (TBD) to open as a pop-up window with populated fields for editing. 8.1.3 Delete Button (TBD) – Selecting this button will prompt the user for confirmation and then refresh 5815 with the new information. 8.2 New Telephone Number Button (TBD) – Selecting this button will cause (TBD) to open as a pop-up window with empty fields so that the user will be able to enter the new information.	
				9. Address Info	